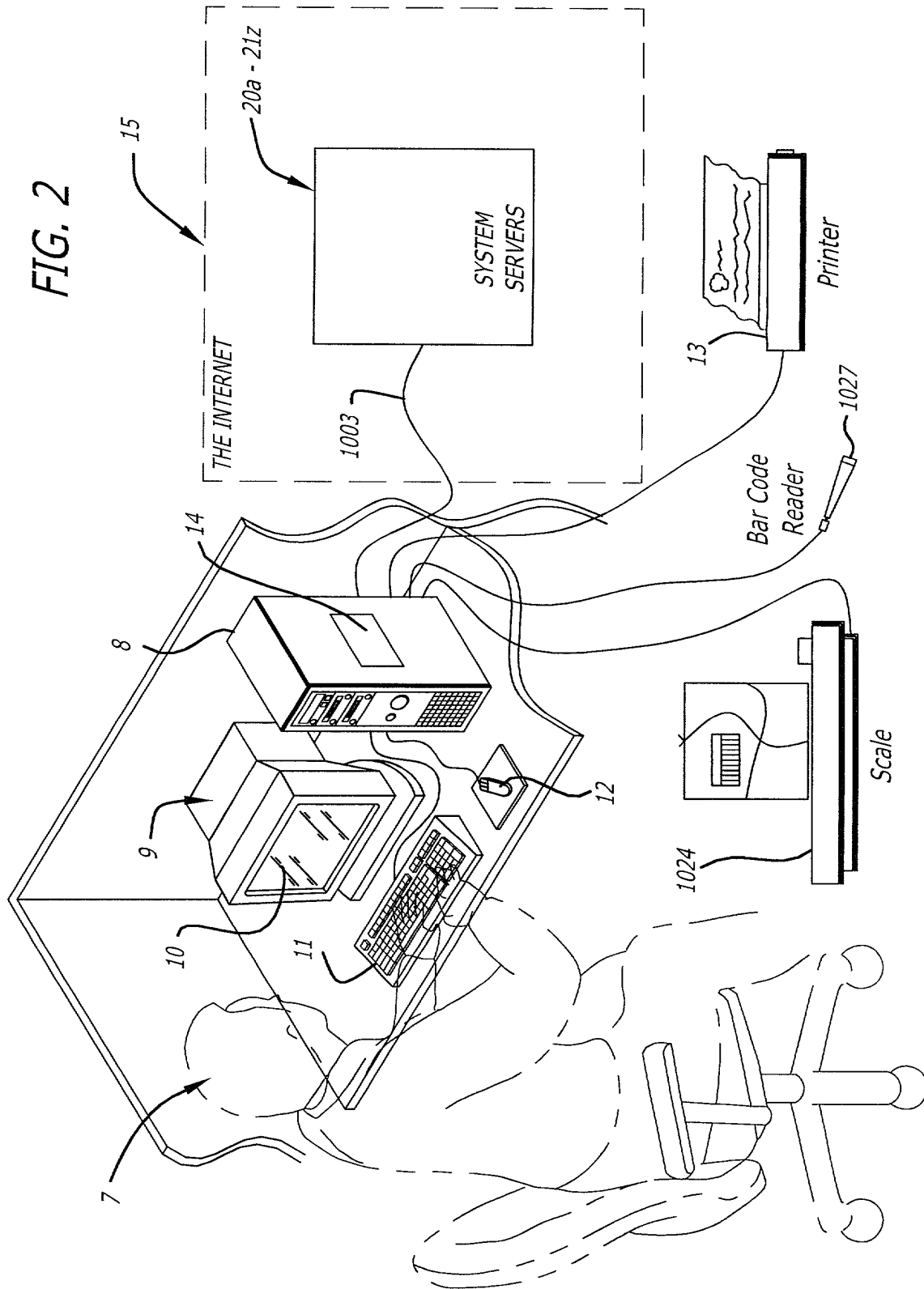
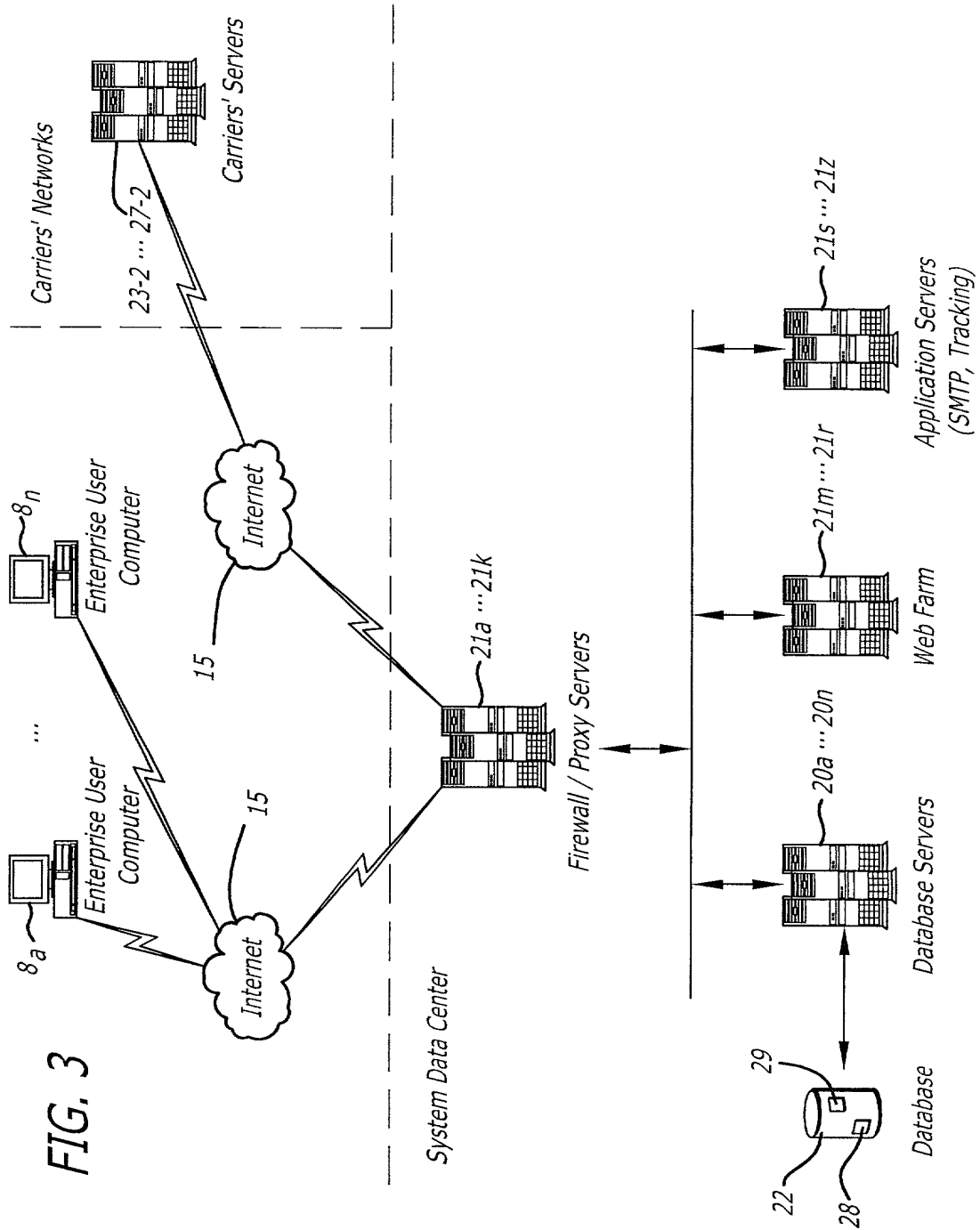


FIG. 2





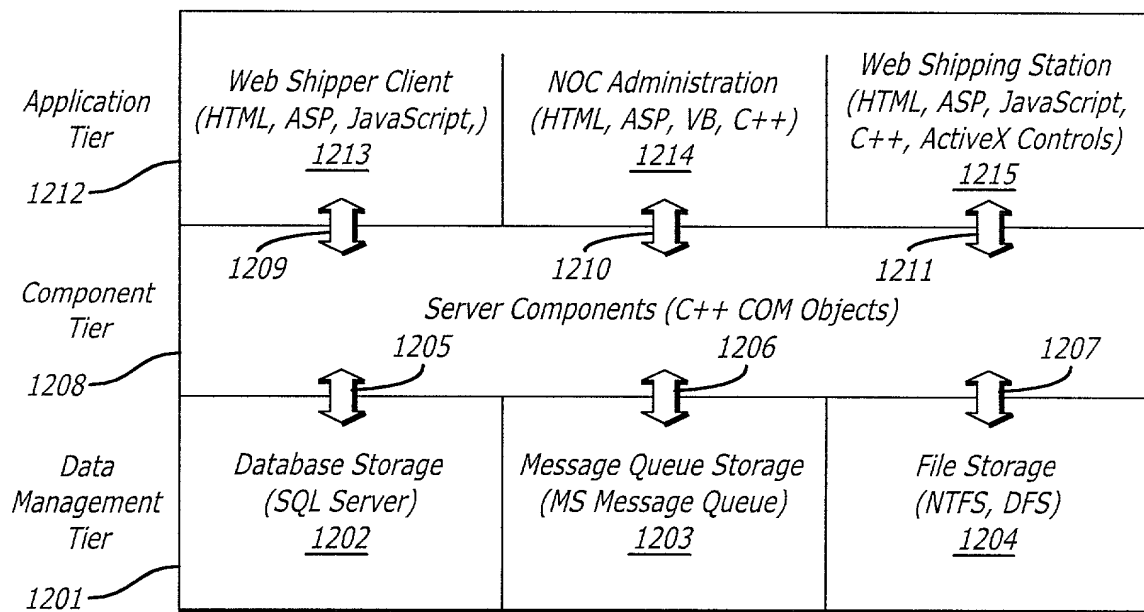


FIG. 4

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 6

**iShip.com**

Welcome to iShip.com

**Log On** ?

Registered Users

Enter your user ID and Password then click Next. Your User ID is usually your e-mail address

User ID:

Password:

☒ Remember my name and Password for easy log on.

Password Recovery

If you cannot remember your Password, please check your e-mail records for your Sign Up notification. If you are unable to find your notification, click [Recovery](#) and we will attempt to recover your Password. [Help]

New Users

If you would like to join iShip.com or learn more about using our shipping service, click [Register](#) or visit our [Home Page](#) and click on [How it Works](#). [Help]

Having trouble?  
Questions or comments

Next Cancel

FIG. 7

**iShip.com**

**① Password Recovery** My iShip Help

**Recovery** ?

Registered Users

If you have forgotten your password, enter your User ID and click Next.

User ID:

Having trouble?  
Questions or comments

Next Cancel

FIG. 8

**iShip.com**

**① Password Recovery** My iShip Help

**Recovery** ?

Recovery Question

Type in your answer the Recovery Question you provided us when you registered and then click Next. [Help]

Your Question: What is my childhood pet's name?

Your Answer:

I don't remember the answer to my Recovery Question

Having trouble?  
Questions or comments

Next Cancel

FIG. 9



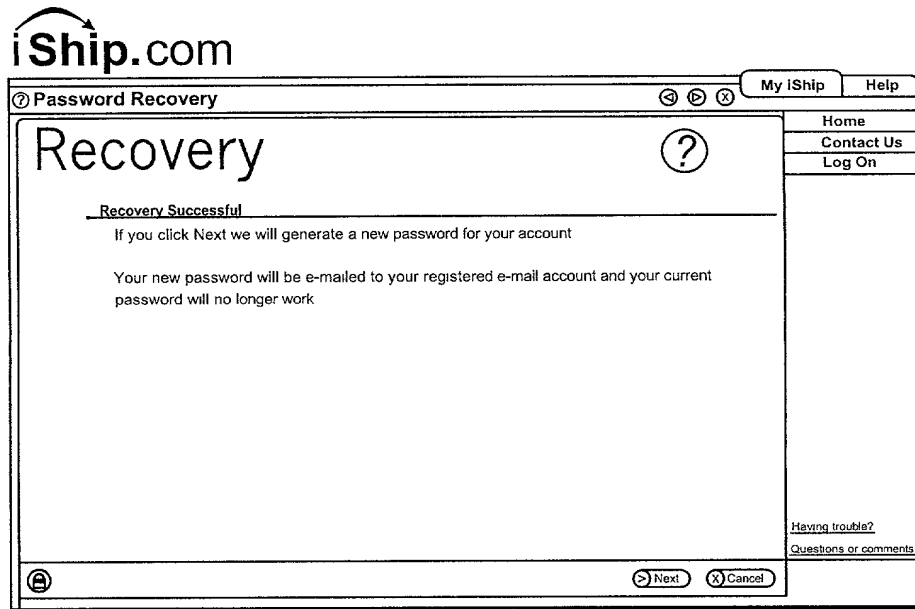


FIG. 10

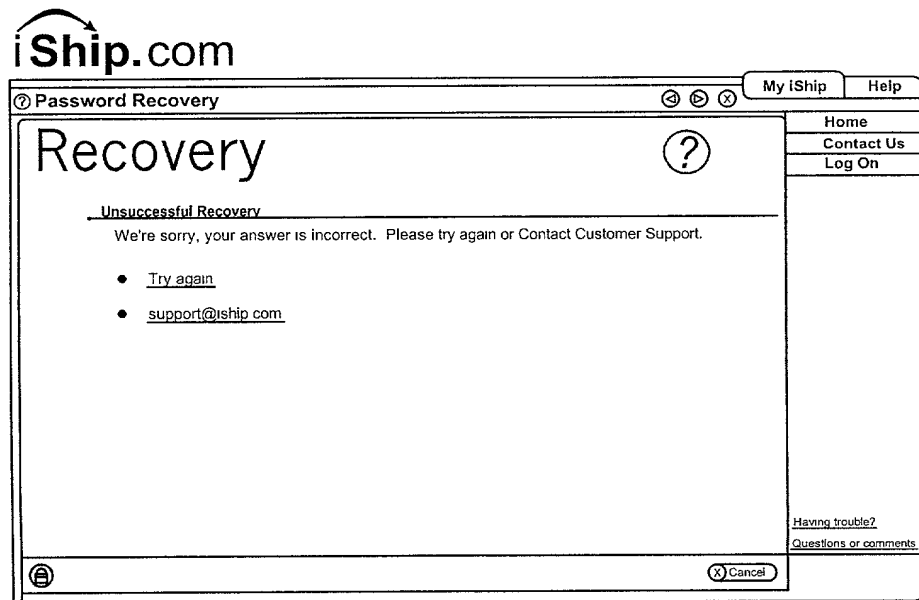


FIG. 11

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iShip.com

Welcome Lory!

**My iShip** 14 January 2000

**What's iShip All About?**

**take a tour**

See how our service works-from comparing rates to reviewing your shipping activity.

**contact iShip**

Having trouble? [support@iship.com](mailto:support@iship.com)

General questions? [info@iship.com](mailto:info@iship.com)

Other? [go to more](#)

Want your **shipping activities** to be a little more **automated**? Set defaults that streamline your shipping activities in [Preferences](#)

Missed your **shipping deadline**? Find other **drop off locations**. Find alternate drop off locations with the new [Drop Off Locator](#).

**We've been busy!**  
Take a look at all the **cool new features and enhancements**.

This is the marketing text. A little tidbit of information to get the user interested. Then a link to find out all the cool new features and all the neat stuff they can do now. [Click here.](#)

**Your Most Recent Package and Shipment Summaries**

Click on the Status icon to go to that item in your [Shipping History](#).

Status	Ship To	Pkgs	Carrier & Service	Ship Date	Delv Date
	Diane Moon	1	UPS Ground	11/22/99	-
	Tanya Wagner	1	UPS Ground	11/22/99	-
	Adam Krett	1	UPS Ground	11/22/99	-
	John Smith	2	UPS Ground	11/21/99	-
	Jacob Lewis	1	Airborne Second Day	10/19/99	10/21/99

Status Icons: Shipped In Transit Delivered Exception

Airborne EXPRESS FedEx UPS UNITED STATES POSTAL SERVICE YELLOW

**My iShip Home**

- Address Book
- Saved Packages
- Setup Wizard
- Preferences
- Log Off

QuickPrice

Origin ZIP

Destination ZIP

Letter

Package Weight

QuickTRACK

Tracking Number

Having trouble?  
[Questions or comments](#)

FIG. 12

iShip.com

Address Book - Addresses

My iShip Price it Ship it Track it Sell it Help

My iShip Home

Address Book

Address Groups

Saved Packages

Setup Wizard

Preferences

Log Off

Having trouble?  
[Questions or comments](#)

Personal Company Local

<Previous [1-15] Next>

123 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Nickname Find

Select	Edit	Nickname	Contact Name	Company	City/State/Zip
<input checked="" type="checkbox"/>	(EDIT)	ACME CEO	Conrad Hunter	ACME, Inc	Bellevue, WA 98006
<input type="checkbox"/>	(EDIT)	ABaine	Allen Baine	OceanStray	Centerboro, MA 02349
<input type="checkbox"/>	(EDIT)	Allfreight	Dan Giles	Allfreight Insurance	Bellevue, WA 98006
<input checked="" type="checkbox"/>	(EDIT)	AGray	Amber Gray	Walking Rain	Reston, WA 98050
<input checked="" type="checkbox"/>	(EDIT)	Beth	Elizabeth Callahan	This Company	Spring Lake Heights, NJ 07763-0098
<input type="checkbox"/>	(EDIT)	BFester	Boris Ester	Walking Rain	Reston, WA 98050
<input type="checkbox"/>	(EDIT)	Bergs	Matt and Heidi Berg		Kirkland, WA 98034
<input type="checkbox"/>	(EDIT)	BHanna	Becky Hanna	Walking Rain	Reston, WA 98050
<input type="checkbox"/>	(EDIT)	Blaines	Bill and Mick Blaine		Prosser, WA 99350
<input type="checkbox"/>	(EDIT)	BSmasne	Bill Smasne	OceanStray	Centerboro, MA 02349
<input type="checkbox"/>	(EDIT)	BSmith	Bill Smith	AllBusiness.com	San Francisco, CA 94111
<input type="checkbox"/>	(EDIT)	Buckmans	Tim and Sandy Buckman		Prosser, WA 99350
<input type="checkbox"/>	(EDIT)	CBarney	Cathy Barry		Prosser, WA 99350
<input type="checkbox"/>	(EDIT)	Cindy	Cindy Brown		Prosser, WA 99350
<input type="checkbox"/>	(EDIT)	DDanthorp	David Danthorp	Internet, Inc	Ellensburg, WA 98926

FIG. 13

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iShip.com

**Address Book - Edit Address**

My iShip | Price It | Ship It | Track It | Sell it | Help

**Contact and Address Information**  
 Edit your address below and click Save. To Add an address, click Reset to clear all the fields, fill in the appropriate information, and then click Save.

Nickname:   
 Contact Name:   
 Location:  [Go to Locations](#)  
 Company:   
 Street:   
 Floor/Room:   
 Department:   
 Country:   
 City:   
 State/Province:  [Look Up Zip](#)  
 ZIP/Postal Code:  [Look Up City, State](#)  
 Telephone:   
 Fax:   
 E-mail Address:   
 Address Type: ☐ Business ☒ Residence  
 Flights of Stairs:   
 Loading Dock: ☐ Yes ☒ No  
 Appointment: ☐ Required ☒ Not Required

[Reset](#) [Save](#) [Cancel](#)

My iShip Home  
 • Address Book  
 • Address  
[Locations](#)  
 Saved Packages  
 Setup Wizard  
 Preferences  
 Log Off

Having trouble?  
 Questions or comments

FIG. 14

iShip.com

**Address Book - Locations**

My iShip | Price It | Ship It | Track It | Sell it | Help

**Groups** [123](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) Group Name  Find

Select	Edit	Location Name	Company	Department	City/State/Zip
<input checked="" type="checkbox"/>	[EDIT]	<a href="#">ACME HR</a>	ACME, Inc.	Human Resources	Bellevue, WA 98006
<input type="checkbox"/>	[EDIT]	<a href="#">ACME Dev</a>	Acme, Inc.	Development	Bellevue, WA 98006
<input type="checkbox"/>	[EDIT]	<a href="#">Allfreight</a>	Allfreight Insurance	Sales	Bellevue, WA 98006
<input checked="" type="checkbox"/>	[EDIT]	<a href="#">CDs</a>	Columbia Haus	Sales	New York, NY 00112
<input checked="" type="checkbox"/>	[EDIT]	<a href="#">Home</a>			Prosser, WA 99350
<input type="checkbox"/>	[EDIT]	<a href="#">iShip</a>	iShip.com	Engineering	Bellevue, WA 98006
<input type="checkbox"/>	[EDIT]	<a href="#">Ocean</a>	OceanStray	Marketing	Centerboro, MA 02349
<input type="checkbox"/>	[EDIT]	<a href="#">Stamps</a>	Stamps.com	Web Development	Santa Monica, CA 11223

[Delete](#) [+ ADD](#) [Done](#)

My iShip Home  
 • Address Book  
[Address](#)  
 • Locations  
 Saved Packages  
 Setup Wizard  
 Preferences  
 Log Off

Having trouble?  
 Questions or comments

FIG. 15

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iShip.com

**Preferences - Summary**

This is a summary of your preferences. To change any of them click Change in the section you want to edit or click on the category name in the navigation bar on the right.

<b>Account Information</b>		[ Change ]
iShip Account Number:	MX4457	
User Name:	LoryK	
<b>Contact Info:</b>		
Lory Krett	lory@iship.com	(425) 602-4848
iShip.com		
3535 Factoria Blvd SE		
Suite 500		
Bellevue, WA 98005		
<b>Password</b>		
Recovery Question:	What is my childhood pet's name?	[ Change ]
Recovery Answer:	Whiskers	
<b>Carrier Information</b>		
FedEx	Account Number: 11245677	UPS Account Number: 44336755
Pickup Time: 4:30PM	Pickup Time: 4:30PM	
Status: Active	Status: Active	
Show rates for these carriers: Airborne Express FedEx UPS UNITED STATES POSTAL SERVICE YELLOW		
<b>Drop Off/Pickup Location</b>		
Default Origin ZIP Code:	98006	[ Change ]
Airborne Express:	Calling the carrier for pickup	
FedEx:	Scheduled pickup	
UPS:	Scheduled pickup	
USPS:	Scheduled pickup	
Yellow Freight:	Arranging for pickup	

My iShip Home  
Address Book  
Saved Packages  
Setup Wizard  
**Preferences**  
Account Info  
Change Password  
Carrier Info  
Drop Off/Pickup  
Applications  
Log Off

Having trouble?  
Questions or comments

110

111

112

113

114

FIG. 16

iShip.com

**Preferences - Account Information**

My iShip Home  
Address Book  
Saved Packages  
Setup Wizard  
**Preferences**  
Account Info  
Change Password  
Carrier Info  
Package Options  
Shipment Options  
Drop Off/Pickup  
Applications  
Payment  
Log Off

Account Information:

iShip Account Number: MX4457 [ Help ]

User Name: LoryK

Contact Name: Lory Krett

Company: iShip.com

Street: 3535 Factoria Blvd. SE

Room/Floor: Suite 500

Department:

City: Bellevue

State: WA - Washington

ZIP Code: 98006

Telephone: (425) 602-4848

Fax: (425) 555-1100

E-mail Address: lory@iship.com

☐ Receive shipping information updates.

☒ Receive shipping notifications via e-mail

☒ Remember my name and password for easy log on.

[Deactivate my account](#)

[ Save ] [ Cancel ]

Having trouble?  
Questions or comments

111

112

122

123

113

114

126

FIG. 17

**Preferences - Carrier Information** [My iShip] [Price It] [Ship It] [Track It] [Sell It] [Help]

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

**Carrier accounts:**

**FedEx** Account Number: 11245677 [Add Account] [Help]  
 Status: Active  
 Pickup Time: 4:30pm

**UPS** Account Number: 4433 6755  
 Status: Active  
 Pickup Time: 4:30pm

**Default carriers and services:**

Use the check boxes to select the carriers and services you would like to appear on the rate grid. To select a Preferred Carrier, click on a radio button to the right of the carrier name. [Help]

<input checked="" type="checkbox"/> Airborne Express	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> FedEx	<input checked="" type="radio"/> Preferred
<input checked="" type="checkbox"/> UPS	<input checked="" type="radio"/> Preferred
<input checked="" type="checkbox"/> Next Day Air Early AM 8:30am	
<input checked="" type="checkbox"/> Next Day Air 10:30am	
<input checked="" type="checkbox"/> Next Day Air Saver 3:00pm	
<input type="checkbox"/> 2nd Next Day AM 12:00pm	
<input type="checkbox"/> 2nd Next Day End of Day	
<input type="checkbox"/> 3rd Day Select End of Day	
<input type="checkbox"/> Ground End of Day	
<input checked="" type="checkbox"/> USPS	<input type="radio"/> Preferred
<input checked="" type="checkbox"/> Yellow	<input type="radio"/> Preferred

**iShip supported carriers:** ☐ Ship with iShip supported carriers only. [Help]

FedEx UPS  
 Explanatory text here: Something like, 'this only effects shipping, not rating' [Help]

**Rate grid highlight:**

☒ Fastest Delivery  
☒ Cheapest Delivery

[Save] [Cancel]

FIG. 18

**Preferences - Drop Off/Pickup** [My iShip] [Price It] [Ship It] [Track It] [Sell It] [Help]

**Default Origin ZIP Code:** 98006 [Help]

If you usually ship from a location other than your return address, enter the ZIP code from which you usually ship here.

**My Default Drop Off/Pickup Location for Each Carrier is:**

**Airborne Express** [Help]  
 My location by calling the carrier for pickup

**Federal Express**  
 My location through scheduled pickup

**United Parcel Service (UPS)**  
 My location through scheduled pickup

**United States Postal Service (USPS)**  
 My location through scheduled pickup

**Yellow**  
 My location by arranging for pickup

[Save] [Cancel]

FIG. 19



My iShip		Price It	Ship It	Track It	Sell It	Help
<b>Preferences - Package Options</b>						
This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app						<a href="#">My iShip Home</a> <a href="#">Address Book</a> <a href="#">Saved Packages</a> <a href="#">Setup Wizard</a> <b>Preferences</b> <a href="#">Account Info</a> <a href="#">Change Password</a> <a href="#">Carrier Info</a> <a href="#">Package Options</a> <a href="#">Shipment Options</a> <a href="#">Drop Off/Pickup</a> <a href="#">Applications</a> <a href="#">Payment</a> <a href="#">Log Off</a>
The value of the contents is: I want to protect my package from carrier loss or damage	\$ <input type="text" value="170"/> <b>170</b> Most services automatically protect your package up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection. <a href="#">[ Help ]</a>					
Package Reference Number	<input type="text" value="171"/> <b>171</b> Give each package a reference number for your records <a href="#">[ Help ]</a>					
Service Options.	<input type="checkbox"/> Verbal Confirmation This option can only be used with UPS Next Day Early AM. This confirmation call will be made to the phone number you enter in phone number field in your return address. <a href="#">[ Help ]</a>					
<b>172</b>						
<b>173</b>	<input type="checkbox"/> E-mail Notification E-mail notification of delivery requires an e-mail address on the return address page. <a href="#">[ Help ]</a>					
<b>174</b>	<input type="checkbox"/> Delivery Confirmation This option can only be used with USPS services <a href="#">[ Help ]</a>					
<b>175</b>	<input type="checkbox"/> Proof of Delivery This option can only be used with UPS services. Proof of Delivery responses are sent automatically after delivery. You may also require the recipient's signature to be included in response. <a href="#">[ Help ]</a>					
<b>176</b>	<input type="checkbox"/> Adult Signature Required <a href="#">[ Help ]</a>					
<b>177</b>	<input type="checkbox"/> Call Tag This option can only be used with UPS Ground service. <a href="#">[ Help ]</a> Merchandise Description: <input type="text"/>					
<b>178</b>						
<b>179</b>	<input type="checkbox"/> Certified Mail This option can only be used with USPS Priority Mail or Parcel Post. <a href="#">[ Help ]</a>					
<b>180</b>	<input type="checkbox"/> Return Receipt This option can only be used with USPS Express Mail, Certified Mail, COD, and mail insured for more than \$50.00 <a href="#">[ Help ]</a>					
<a href="#">Save</a> <a href="#">Cancel</a>						<a href="#">Having trouble?</a> <a href="#">Questions or comments</a>

FIG. 20



Preferences - Shipment Options		My iShip	Price It	Ship It	Track It	Sell It	Help
<p>This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app</p>							<a href="#">My iShip Home</a> <a href="#">Address Book</a> <a href="#">Saved Packages</a> <a href="#">Setup Wizard</a> <b>Preferences</b> <a href="#">Account Info</a> <a href="#">Change Password</a> <a href="#">Carrier Info</a> <a href="#">Package Options</a> <b>Shipment Options</b> <a href="#">Drop Off/Pickup</a> <a href="#">Applications</a> <a href="#">Payment</a> <a href="#">Log Off</a>
Destination Address	<input checked="" type="radio"/> Business <input type="radio"/> Residence						
Shipment Reference Number:	<div>190</div> <div>191</div> <div>192</div> <p>Give your shipment a reference number for your records</p>						[ Help ]
Package Reference Number	<div>193</div> <p>% of shipping charges and/or</p> <p>\$ <div>fixed amount.</div></p>						
Service Options:	<div>194</div> <p>You will see the total of carrier shipping charges plus your handling charges.</p>						[ Help ]
	<div>195</div> <input type="checkbox"/> Delivery Deadline <p>If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day.</p>						[ Help ]
	<div>196</div> <div>Next Day</div>						
	<div>197</div> <input type="checkbox"/> Guaranteed Delivery <p>When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.</p>						[ Help ]
	<div>198</div> <input type="checkbox"/> Deliver Without Signature <p>Checking this box authorizes FedEx to deliver your shipment without obtaining a signature</p>						[ Help ]
	<div>199</div> <input type="checkbox"/> Set Earliest Delivery Time <p>This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee.</p>						[ Help ]
	<div>200</div> <div>9:30am</div>						
	<div>201</div> <input type="checkbox"/> Documents Only <p>This option is only applicable for shipments sent to international destinations</p>						[ Help ]
	<div>202</div> <input type="checkbox"/> Non-Dutiable <p>This option is only applicable for shipments sent to international destinations</p>						[ Help ]
Freight Pickup	<p>Stairs Please indicate the number of flights of stairs.</p> <div>203</div> <div>2</div>						[ Help ]
	<div>204</div> <input type="checkbox"/> Loading Dock <p>Select this if there is a loading dock at the pickup location.</p>						
	<div>205</div> <input type="checkbox"/> Appointment Required <p>Select this if an appointment is required for pickup.</p>						
Freight Delivery.	<p>Stairs Please indicate the number of flights of stairs.</p> <div>206</div> <div>2</div>						[ Help ]
	<div>207</div> <input type="checkbox"/> Loading Dock <p>Select this if there is a loading dock at the delivery location.</p>						
	<div>208</div> <input type="checkbox"/> Appointment Required <p>Select this if an appointment is required for delivery</p>						
<p>Having trouble? Questions or comments</p>							
<p>Save Cancel</p>							

FIG. 21

Preferences - Applications		My iShip	Price it	Ship it	Track It	Sell it	Help
<p>This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.</p>							
Application Start Pages:	<input checked="" type="checkbox"/> Show Application Start Pages [ Help ] <input checked="" type="checkbox"/> Ship it <input checked="" type="checkbox"/> Price it <input checked="" type="checkbox"/> Sell it <input checked="" type="checkbox"/> Preferences						
Package Options:	<input checked="" type="checkbox"/> Show Advanced Package Options [ Help ] Explanation about Advanced Package Options						
Log Off Message:	<input checked="" type="checkbox"/> Show Log Off Message [ Help ] Explanation about Log Off Message						
Track It Options:	Display this page first in Track It <input type="button" value="Track a Package"/>						
<input type="button" value="Save"/> <input type="button" value="Cancel"/>							

220  
221  
222  
223  
224  
225  
226  
227

FIG. 22

Preferences - Payment Information		My iShip	Price it	Ship it	Track It	Sell it	Help
Default payment type:	Short explanation about different payment types [ Help ] <input type="button" value="Credit Card"/>						
Credit card info and billing address:	You may choose to store your credit card data here. [ Help ] Card Number: 1234 5678 9101 2345 Expires: 02/2002 First Name: Lory Last Name: Krett E-mail Address: lory@iship.com Company: iShip.com Street: 3535 Factoria Blvd. SE City: Bellevue State: WA - Washington ZIP Code: 98006 Telephone: (425) 602-4848 <input type="button" value="DISCOVER"/> <input type="button" value="MASTERCARD"/> <input type="button" value="VISA"/>						
By shipping your package with iShip.com you agree to all Terms of Service specified by iShip.com or the carriers on any applicable bill of lading or service guide.							
<input type="button" value="Save"/> <input type="button" value="Cancel"/>							

230  
231  
232  
233  
234  
235  
236  
237  
238  
239  
240  
241  
242

FIG. 23



iShip.com

**Price It Start Page** [Back] [Forward] [X]

My iShip | Price It | Ship it | Track It | Sell it | Help

This is a summary of your pricing defaults you set in your preferences. To change any of them click Change in the section you want to edit or click Next and you will be guided through the steps.

**Shipment Information**

Origin: iShip.com Bellevue, WA 98006 No. of Packages: 1 [Change]  
All the same? Yes

Destination: The Moon's Prosser, WA 99350 United States Residence

**Package Information**

Details: 2lb 3oz 10" x 12" x 8" My own packaging Loss Protection, \$150 [Change]

**Shipping Options**

Ship Date: 02/17/00 Today [Change]  
Delivery Deadline: 3 Days  
Drop Off Location: My location, scheduled

**Shipping Charges**

Service:	UPS Ground	\$ 5.55
Service Options:		\$ .56
Total		\$ 6.57

Having trouble?  
Questions or comments

[Ship It] [Next] [Cancel]

FIG. 24

iShip.com

**Prepare Your Shipping Estimate** [Back] [Forward] [X]

My iShip | Price It | Ship it | Track It | Sell it | Help

**Shipping ORIGIN:** 149 ZIP Code: 98006 98125, for example [Drop Off Locator]

NOTE: iShip.com currently supports packages shipped from U.S. only.

**Shipping DESTINATION:** 261 Nickname: [Address Book] 260 281 [Help]

Country: United States 262

City: [263]

State: (Select One) 264 Look up ZIP 265

ZIP Code: [266] Look up City, State 267

The Delivery address for my shipment is a:

Number of packages in my shipment: 4 270 191

NOTE: Enter a number greater than one for multiple packages going to the same address [Help]

All the package in my shipment are the same: Yes No 272 [Help]

**Package 1 of 4**

**Package #1 weights:** 273 4 lbs 2 oz 274

Include the weight of all packing materials. You may use a weight estimate for shipments that weigh more than 150 pounds. [Help]

I am using the following packaging: [Other - indicate dimensions below] 275

Length: 10 in. Width: 12 in. Height: 6 in. 276 277 278

The packaging is irregular or is not standard 279 [Help]

More options: Advanced Package Options 280

Having trouble?  
Questions or comments

[Show Rates] [Save] [Back] [Next] [Cancel]

FIG. 25

**Drop Off Locator**

Drop Off Locator < Previous [1-10] Next >

Location Type: Drop box or carrier self service stations Carrier: Airborne GO

☒ Only show locations where today's deadline has not yet passed.

Carrier Phone	Type/Deadline	Address	Comments
Airborne (425) 602-1111	Drop Box 4:30pm	1111 Factoria Blvd SE Bellevue, WA 98006	
Airborne (425) 602-2222	Drop Box 6:00pm	12020 Coal Creek Pkwy Newcastle, WA 98012	
Airborne (425) 555-1234	Drop Box 6:00pm	3850 131st Ave SE Bellevue, WA 98005	Newport Tower P-1 Level Loading Dock
Airborne (425) 555-5678	Drop Box 6:00pm	11400 SE 8th Bellevue, WA 98005	Bellevue Gateway By phone near prkg garage
Airborne (425) 555-9101	Drop Box 4:30PM	110 110th Ave NE Bellevue, WA 98005	110 Atnum Place Bldg Pkg Elev Lobby P5 Lobby
Airborne (425) 555-1121	Drop Box 4:30PM	1309 114th SE Bellevue, WA 98005	Belfield Business Park Prkg Lot of 1309 Building
Airborne (425) 555-3141	Drop Box 5:00PM	13215 SE 32nd Street Bellevue, WA 98005	Airborne Express Next to front door
Airborne (425) 555-5161	Drop Box 6:00PM	325 118th Ave SE Bellevue, WA 98005	Belle View Park Parking Lot
Airborne (425) 555-9202	Drop Box 4:30PM	3326 160th Ave SE Bellevue, WA 98005	Boeing-Bldg 7-349 Outside front of bldg
Airborne (425) 555-1222	Drop Box 4:30PM	9725 SE 36th Mercer Island, WA 98009	Globe Bldg West drive thru entrance

Close

FIG. 26

**iShip.com**

○ 1 | Shipping Addresses    My iShip    Price It    Ship it    Track it    Sell it    Help

**Return address:**  
[\[ Change \]](#)    292

Lory Krett  
iShip.com  
3535 Factoria Blvd SE  
Floor 5  
Bellevue, WA 98006  
(425) 602-4848  
lory@iship.com

**Destination address:**    293

Nickname:     [\[ Help \]](#)

Contact Name:     [Address Book](#)

Company:

Street:

Floor/Room:

Department:

Country:     [Look up ZIP](#)

City:     [Look up City, State](#)

State/Province:

ZIP/Postal Code:

Telephone:

Fax:     293-1

E-mail Address:     293-2

Address Type: ☒ Business    ☐ Residence

☐ Add this address to my Address Book.

**E-mail notification:**    [\[ Help \]](#)

If you provide an E-mail Address, we will notify the recipient and up to two others that a package has been sent. You can include a brief message to be sent with the E-mail.

Name:    E-mail address:

#1    

#2    

294

Message:    295

**Package information:**

Description:     [Browse](#)    [\[ Help \]](#)    296    297

Reference No.:     298

[Having trouble?](#)  
[Questions or comments](#)

[Show Rates](#)    [Save](#)    [Back](#)    [Next](#)    [Cancel](#)

FIG. 27

**iShip.com**

○ Payment    My iShip    Price it    Ship it    Track It    Sell it    Help

---

**Confirm your shipment:**

Service	UPS Ground	\$ 6.30	Shipment:	2lb 3oz
Service Options		\$ .35		10" x 12" x 8"
Total		\$ 7.32		Loss protection, \$150

**Return Address:** Jim Ship  
iShip.com  
3535 Factoria Blvd SE  
Floor 5  
Bellevue WA 98006  
jms@iship.com  
(425) 602-4848

**Return Address:** Diane Moon  
Mine Fruit  
12020 101st Ave NE  
Ellensburg WA 98926  
United States  
(509) 555-9728

**Destination address:**

Note: To modify your shipment, click the Back button or the corresponding link in the navigation bar

**Payment type:** Bill Third Party

**Third Party billing address:**

Carrier Account No.: 1234 5678 9101 2345

Contact Name: Lory E. Krett

Company: iShip.com

Address: 3535 Factoria Blvd SE

Room/Floor: Floor 5

Department:

City: Bellevue

State/Province: WA - Washington

Zip/Postal Code: 98006

Telephone: (425) 602-4848


By shipping your package with iShip.com you agree to all [Terms of Service](#) specified by iShip.com and UPS


When you click finish, the above UPS account will be charged \$7.32.

[Having trouble?](#)  
[Questions or comments](#)

Back    Finish    Cancel


FIG. 28


4380  Merchant Logo

4382  Merchant Main Menu Choices








Your Order History

Click on an order to view the order summary.

4381  Merchant SubMenu Selections

4400  Shipped Orders:

---

	Order #	Order Date	Status
4401-1 	<u>002-0152586-5576810</u>	July 19, 1999	All items shipped
4401-2 	<u>002-2212571-6739814</u>	March 28, 1999	All items shipped
4401-3 	<u>002-9739895-6708638</u>	January 30, 1999	All items shipped
4401-4 	<u>002-1894644-6936263</u>	January 14, 1999	All items shipped
4401-5 	<u>002-7643906-5558259</u>	December 14, 1998	All items shipped
4401-6 	<u>002-6790950-3739847</u>	October 29, 1998	All items shipped
4401-7 	<u>002-3632396-2353407</u>	April 13, 1998	All items shipped

[Return to Account Maintenance Main Page](#)

FIG. 29

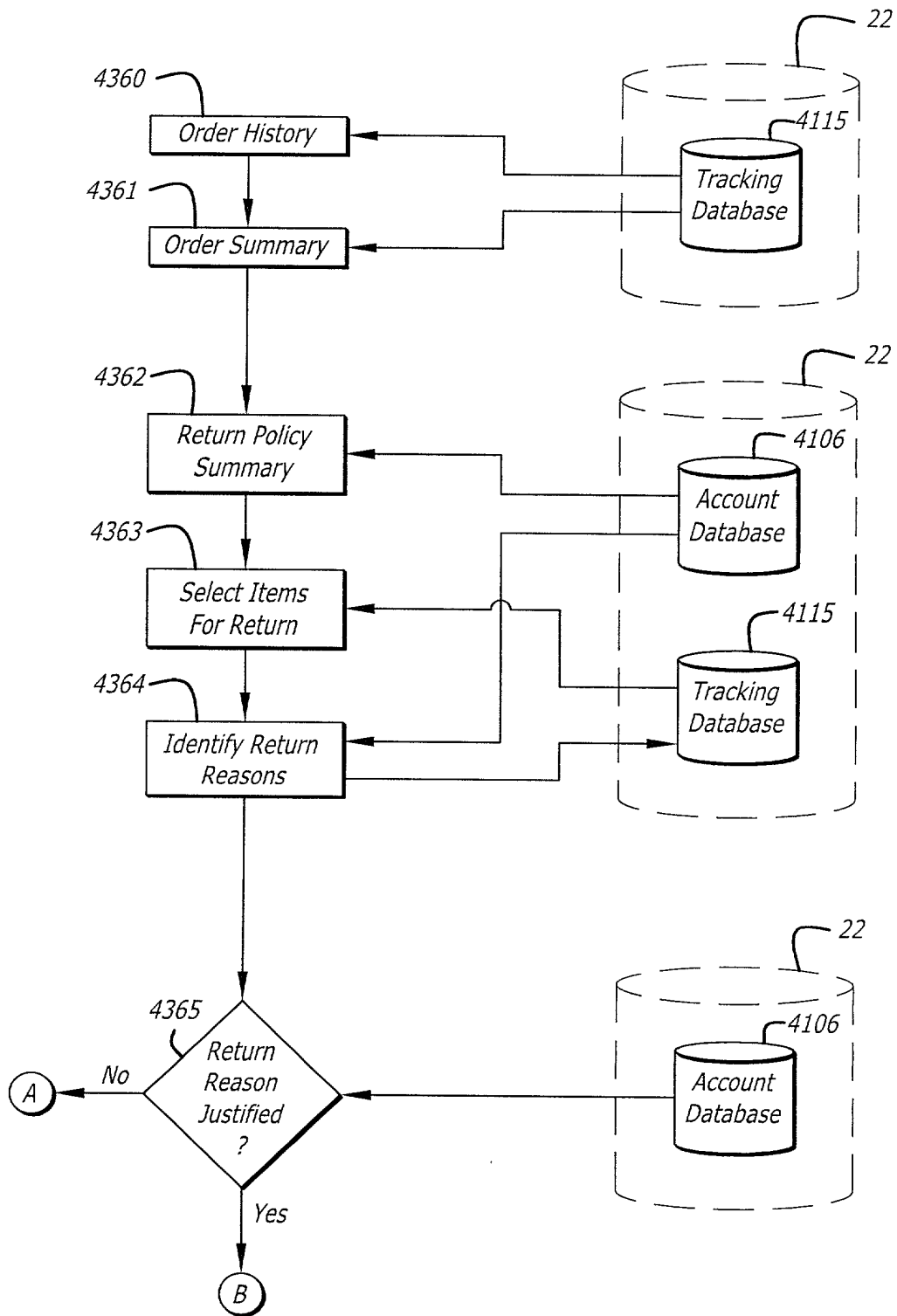


FIG. 30a

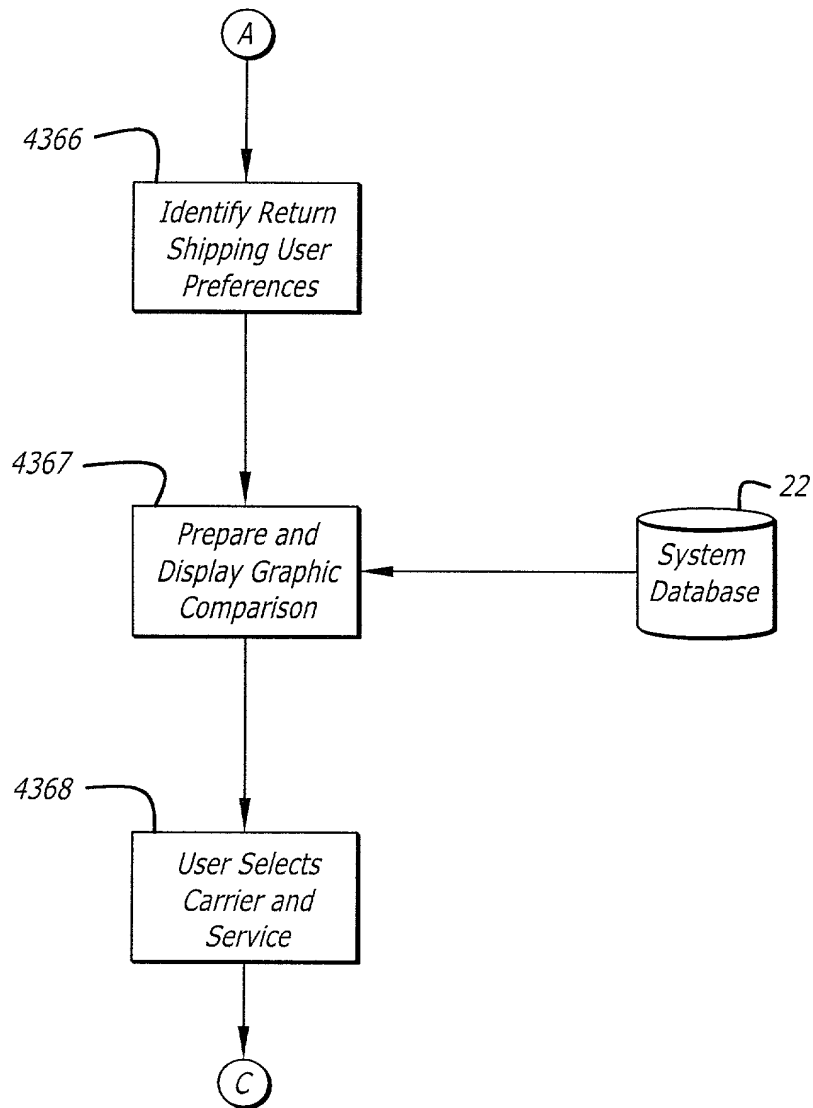


FIG. 30b

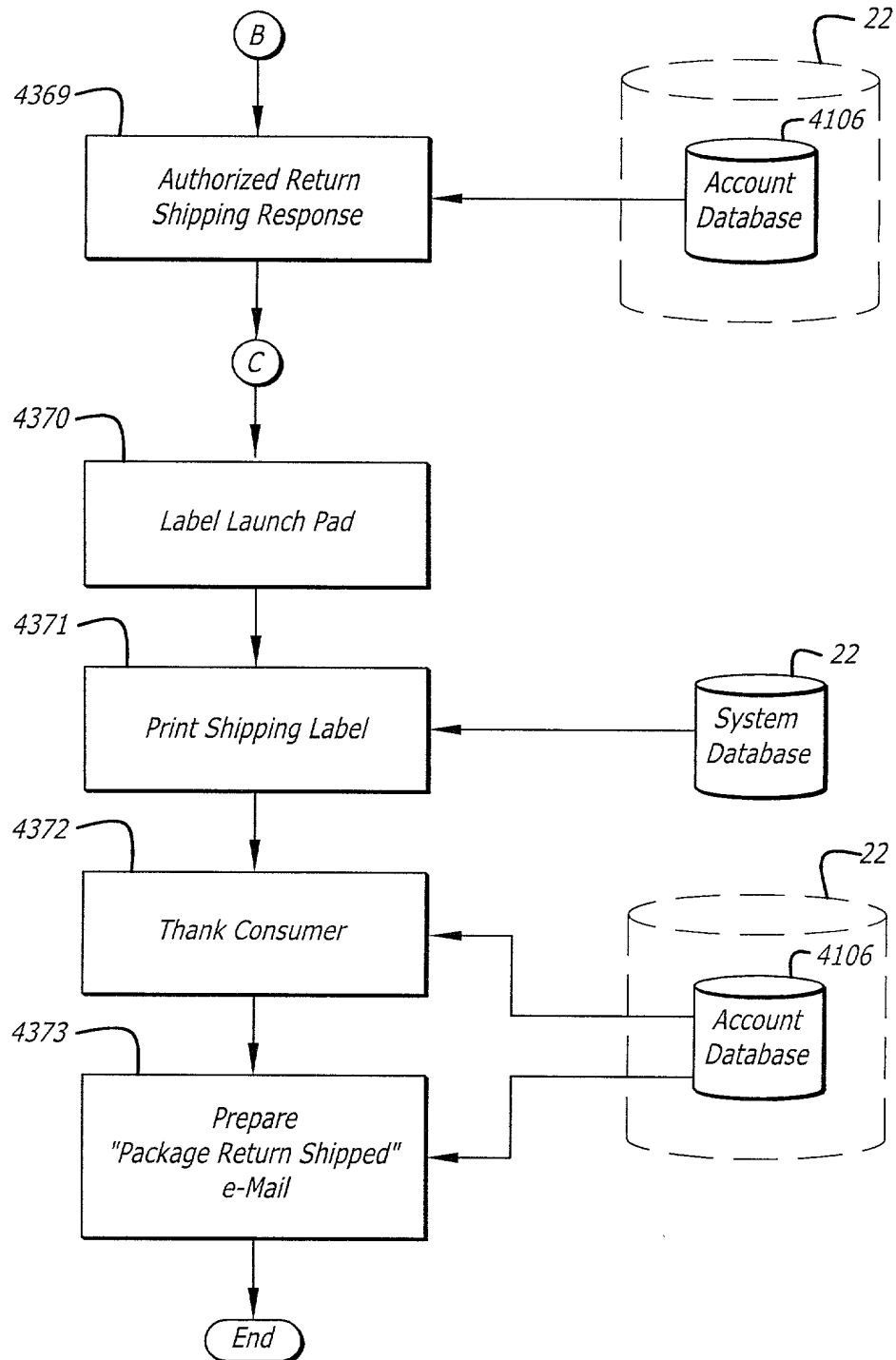


FIG. 30c



<b>Merchant Logo</b>		<b>Merchant Main Menu Choices</b>	
<b>Order Summary</b>		<b>4401-1</b>	<a href="#">Return to Your Order History</a>
<b>Order #:</b>	002-0152586-5576810		
<b>Date:</b>	July 19, 1999 at 09:58 AM PDT		
<b>Status:</b>	All items shipped		
<b>Shipping Address:</b>	Scott J. Bean iShip.com 2515 - 140th Ave NE Suite E-110 Bellevue, WA 98005 USA 425 602 5022		
		<b>4408</b>	<b>Returns? Click Here:</b> <a href="#">Return services by iShip.com</a> <b>iShip.com</b> Your Internet Package Shipper
<b>Ship Method:</b>	<b>Number of Shipments:</b>	<b>Payment Method:</b>	
Standard Shipping	One shipment when complete order is ready	VISA Last 5 digits. 26781	
<b>Items Ordered:</b>			
<b>4404-1</b>	1 of <u>Permission Marketing: Turning Strangers into Friends and Friends into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.		\$14.40
<b>4404-2</b>	1 of <u>Yeah, It's That Easy [ECD]</u> [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class		\$12.99
<b>4404-3</b>	1 of <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC/DC 1 shipped on Jul. 19, 1999 via US Priority.		\$11.49
<b>4404-4</b>	1 of <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority		\$12.99
<b>4404-5</b>	1 of <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority		\$12.99
<b>4404-6</b>	1 of <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority		\$12.99
<b>4404-7</b>	1 of <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground <a href="#">Track your package</a> with iShip.com		\$149.95
<b>4405</b>			
			Item(s) Subtotal \$227.80
			Shipping & Handling \$19.56
			-----
			Total Before Tax. \$247.36
			Tax \$21.29
			-----
			TOTAL \$268.65
<a href="#">Return to Your Order History</a>			
<a href="#">Top of Page</a>			

FIG. 31

**Merchant Logo**

**Merchant Main Menu Choices**

[Returns Service](#) [Return to Your Order History](#)

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

**Merchant**

**SubMenu**

**Selections**

**Order #:** 002-0152586-5576810 — 4401-1

**Date:** July 19, 1999 at 09 58 AM PDT

**Status:** All items shipped

**Select the items you would like to return:**

		Price:
4421-1 <input type="checkbox"/>	1 of <u>Permission Marketing: Turning Strangers Into Friends and Friends Into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul 19, 1999 via US Priority.	4404-1 \$14.40
4421-2 <input type="checkbox"/>	1 of <u>Yeah, It's That Easy [ECD]</u> [Audio CD] By: G Love & Special Sauce 1 shipped on Jul 20, 1999 via US First Class	
4421-3 <input type="checkbox"/>	1 of <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC.DC 1 shipped on Jul. 19, 1999 via US Priority.	4404-3 \$11.49
4421-4 <input type="checkbox"/>	1 of: <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority	
4421-5 <input type="checkbox"/>	1 of: <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul 19, 1999 via US Priority	4404-5 \$12.99
4421-6 <input type="checkbox"/>	1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul 19, 1999 via US Priority	
4421-7 <input checked="" type="checkbox"/>	1 of <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground Track your package with iShip.com	4404-7 \$149.95
4405		

Item(s) Subtotal:	\$227.80
Shipping & Handling	\$19.56
-----	
Total Before Tax	\$247.36
Tax	\$21.29
-----	
<b>TOTAL</b>	<b>\$268.65</b>

[Return to Your Order History](#)

[Next Step >>](#)

[Top of Page](#)

FIG. 32

MerchantSite.com	Returns Manager	Log Out	Help
------------------	-----------------	---------	------

**Merchant Logo**

*Standard Policy*

**iShip.com**

Your Internet Package Shipper

User: John Smith

Use this page to create and edit a consistent, automated returns policy for your online store. This is the general policy for the entire store - to configure exceptions to the policy at the category or item level, [click here](#).

**Policy Overview Statement**

Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish.

**<B> Within 30 days of receipt of your shipment</B>, you may return:**

- <UL>**
- Any apparel, lawn & garden equipment, furniture, or books in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.
- </UL>**

**We are unable to refund returned pharmaceuticals or food.**

**With few exceptions, we issue a <b>full refund</b> for the price of an item that meets these conditions. We only refund shipping costs if the item is a result of our error.**

**Return Window**

Customer may return items for:

30

from

Receipt of Shipment

**Refund Method**

Customer may return items for:

☒ **Refund**

☐ **Store Credit Only**

☐ **Choice of Refund or Store Credit**

**Refund Amount**

Refund amount will include:

☒ **Price of Item**

☒ **Tax on Item**

☒ **Original Shipping Charge**

Cancel

Save

FIG. 33

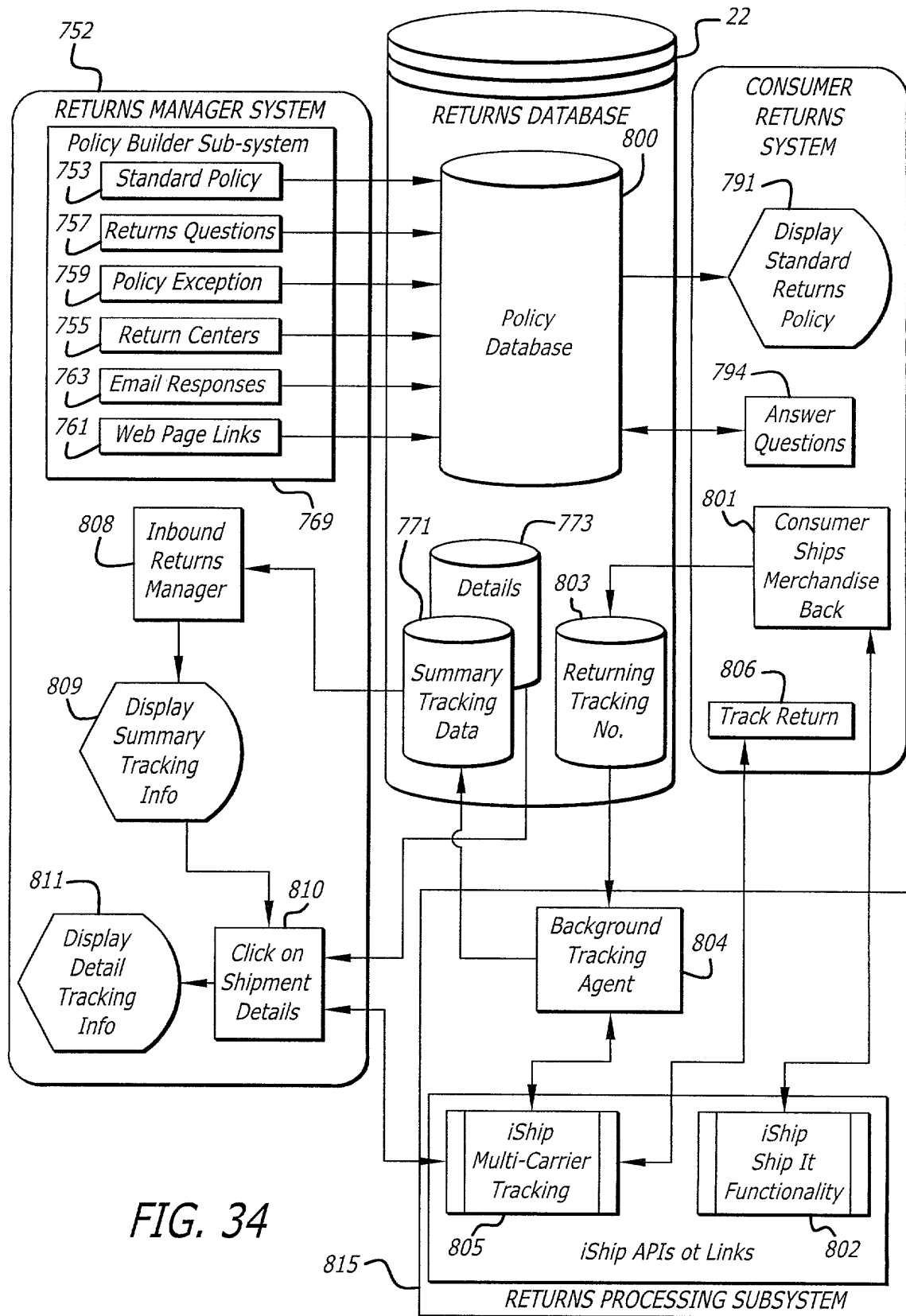
Return System Flow

FIG. 34

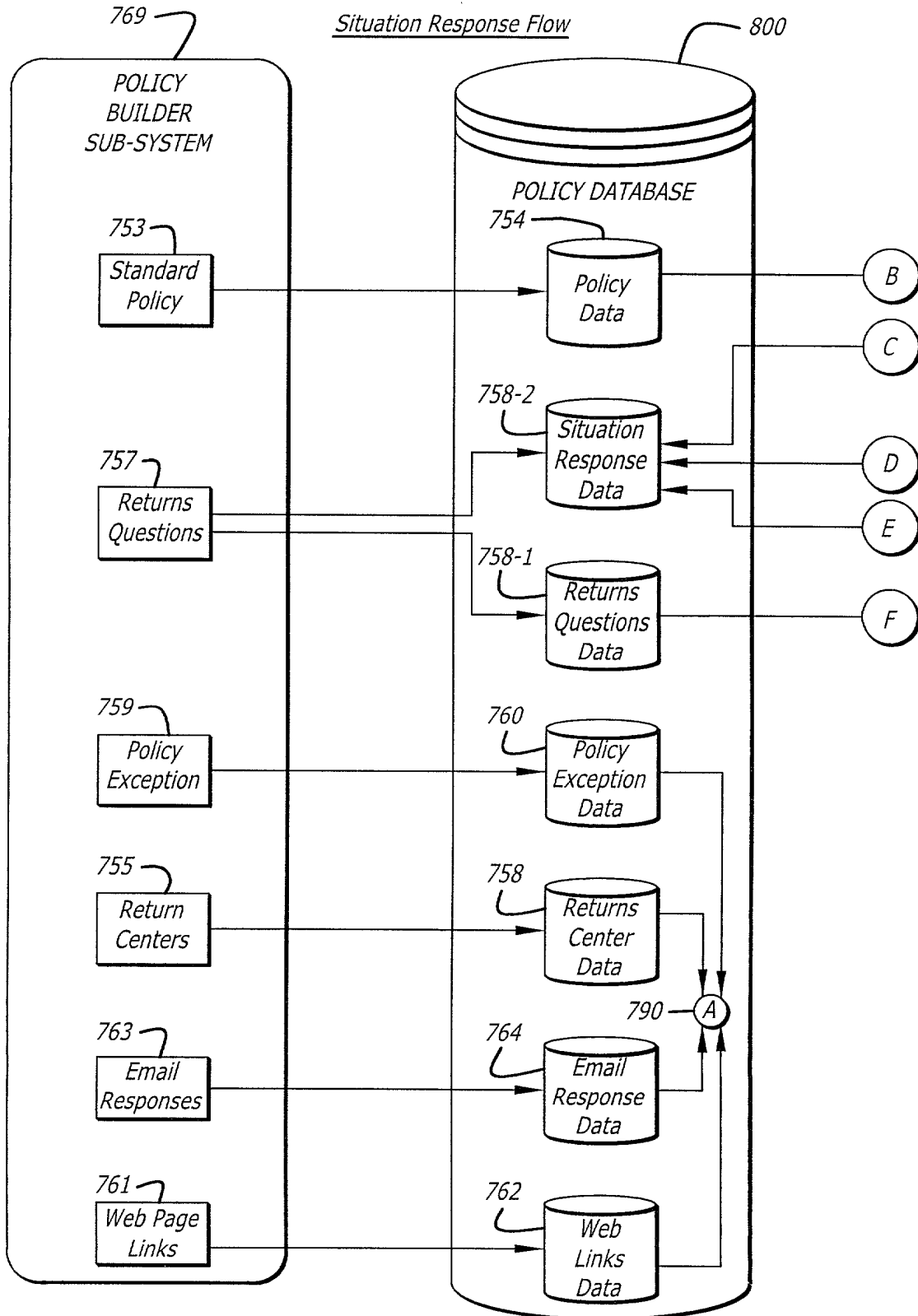
Situation Response Flow

FIG. 35-1

30/61  
Situation Response Flow

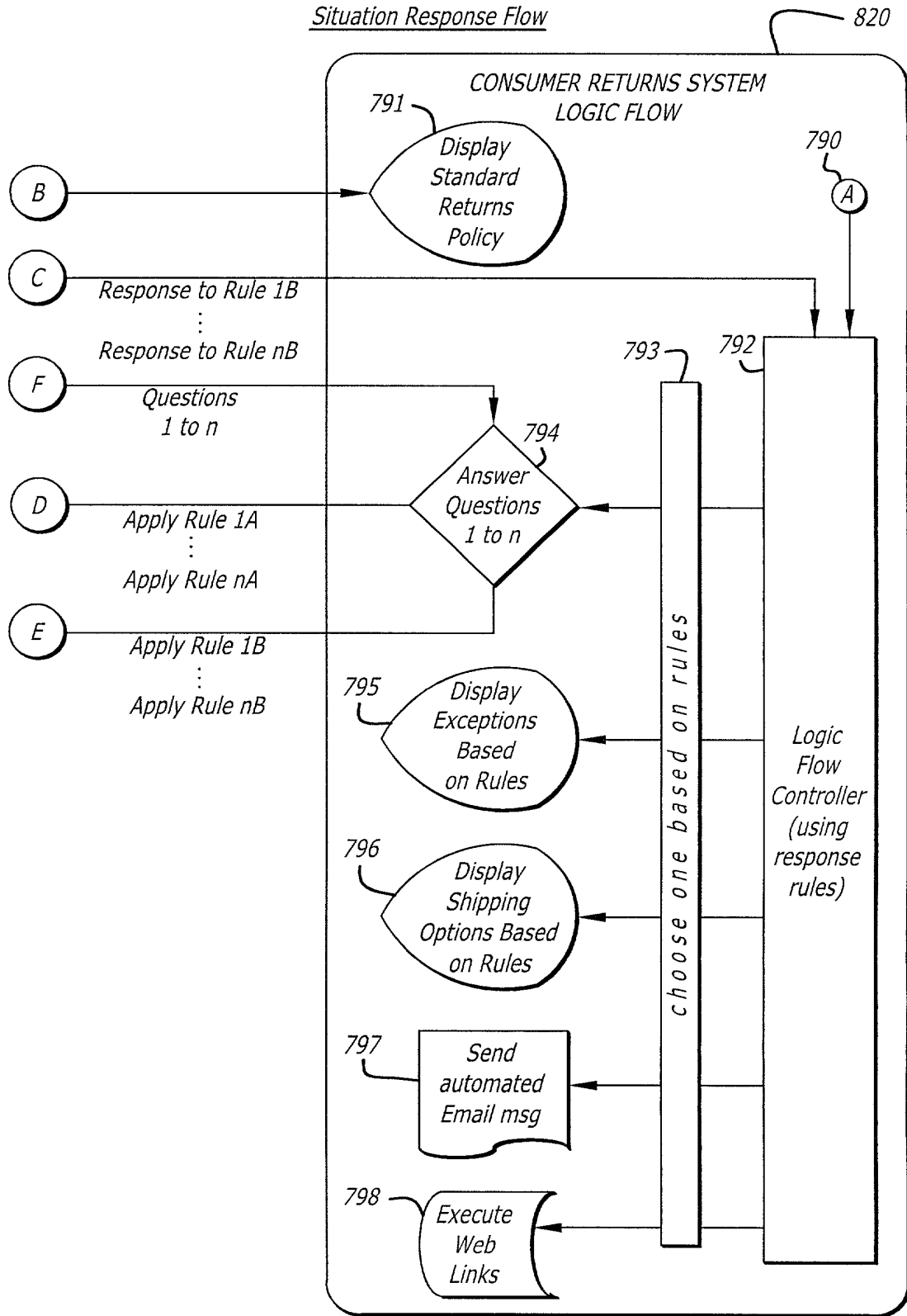


FIG. 35-2

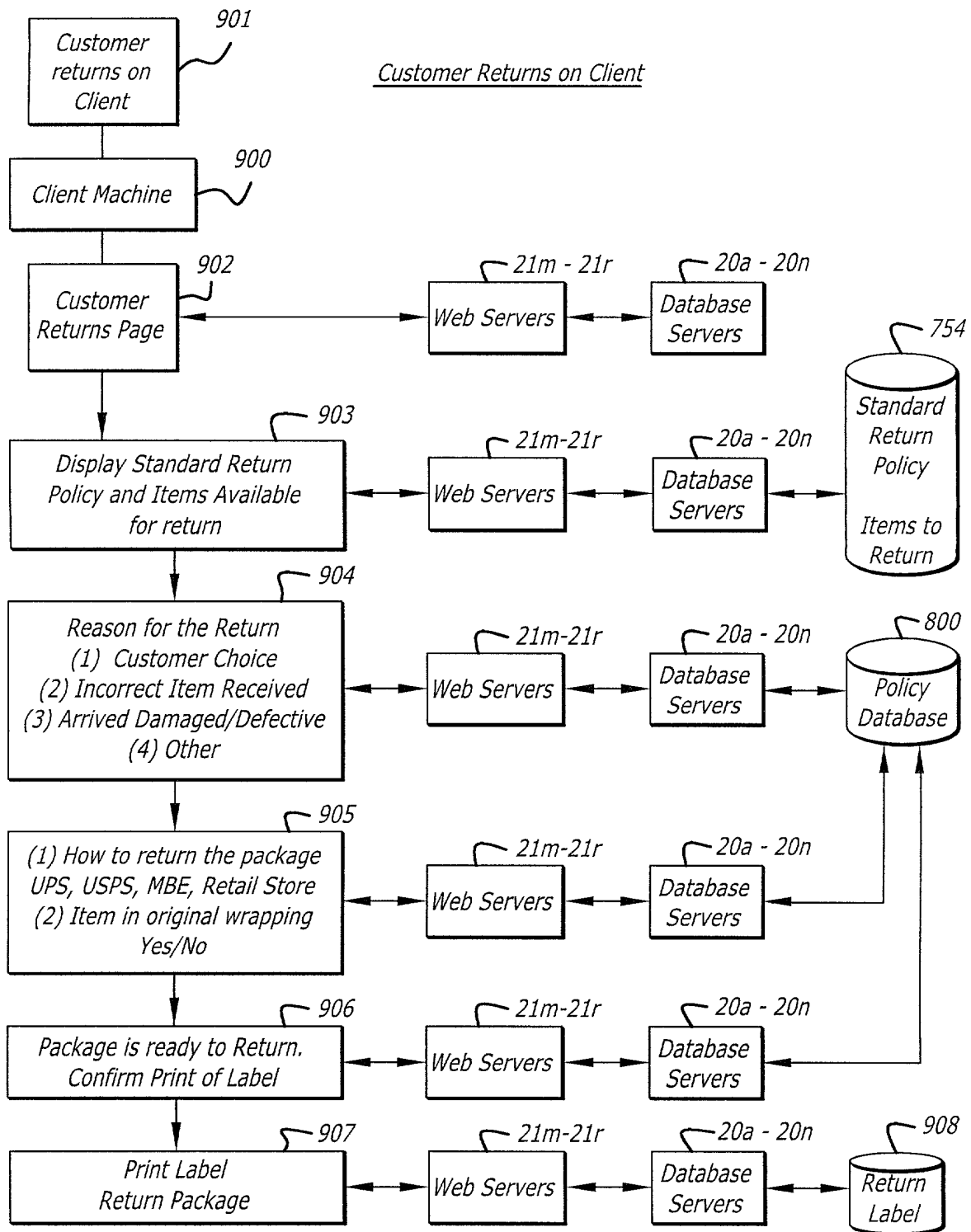


FIG. 36

**Merchant Logo**

**Merchant Main Menu Choices**

[Returns Service](#) [Return to Your Order History](#)

**Order #:** 002-0152586-5576810 — 4401-1

**Date:** July 19, 1999 at 09:58 AM PDT

**Status:** All items shipped

**Items to Return:**

4421-7 ☒ 1 of RCA WSP150 900MHz Wireless Speakers [Electronics] } 4404-7

By: RCA

1 shipped on Jul. 20, 1999 via UPS Ground

[Track your package](#) with iShip.com

4405

**Price:**

4173 \$149.95

4173

Item(s) Subtotal Before Tax: \$149.95

Refunded Tax: \$12.90

4174 TOTAL: \$162.85

4172

**Reason for Return:** 4206

4427-1 ☐ Customer Choice — 4216

4427-2 ☐ Incorrect Item Received — 4207

4427-3 ☒ Arrived Damaged/Defective — 4212

4427-4 ☐ Other (please specify below): — 4220

4425

Right speaker does not receive signal.

4426-1

4426-2

4406

[Return to Your Order History](#)

[Next Step >>](#) 4422

[Top of Page](#)

FIG. 37



**Merchant Logo**

**Merchant Main Menu Choices**

Returns Service [Return to Your Order History](#)

---

**Returning Your Package:**

4213-1 { We apologize for the problem with your order. To process your refund, make sure your item(s) are in the original packaging and prepared for safe shipment.

4404-7 { 1 of: RCA WSP150 900MHz Wireless Speakers [Electronics]  
By: RCA

Reason for return: Arrived Damaged or Defective 4212  
Comments: Right speaker does not receive signal. 4425

Price: 4173 \$149.95

TOTAL REFUND: 4172 \$162.85

Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better

4430 How would you like to return the package? (Select One)

4431 ☒ 4187-1 UPS ☐ 4188-1 US Postal Service ☐ 4190 Mail Boxes Etc. ☐ 4184 Retail Store

4432 Is your item packaged in the original shipping box?

4433 ☒ YES ☐ 4434 NO

4406 [Return to Your Order History](#)

[Next Step >>](#) 4422

[Top of Page](#)

FIG. 38

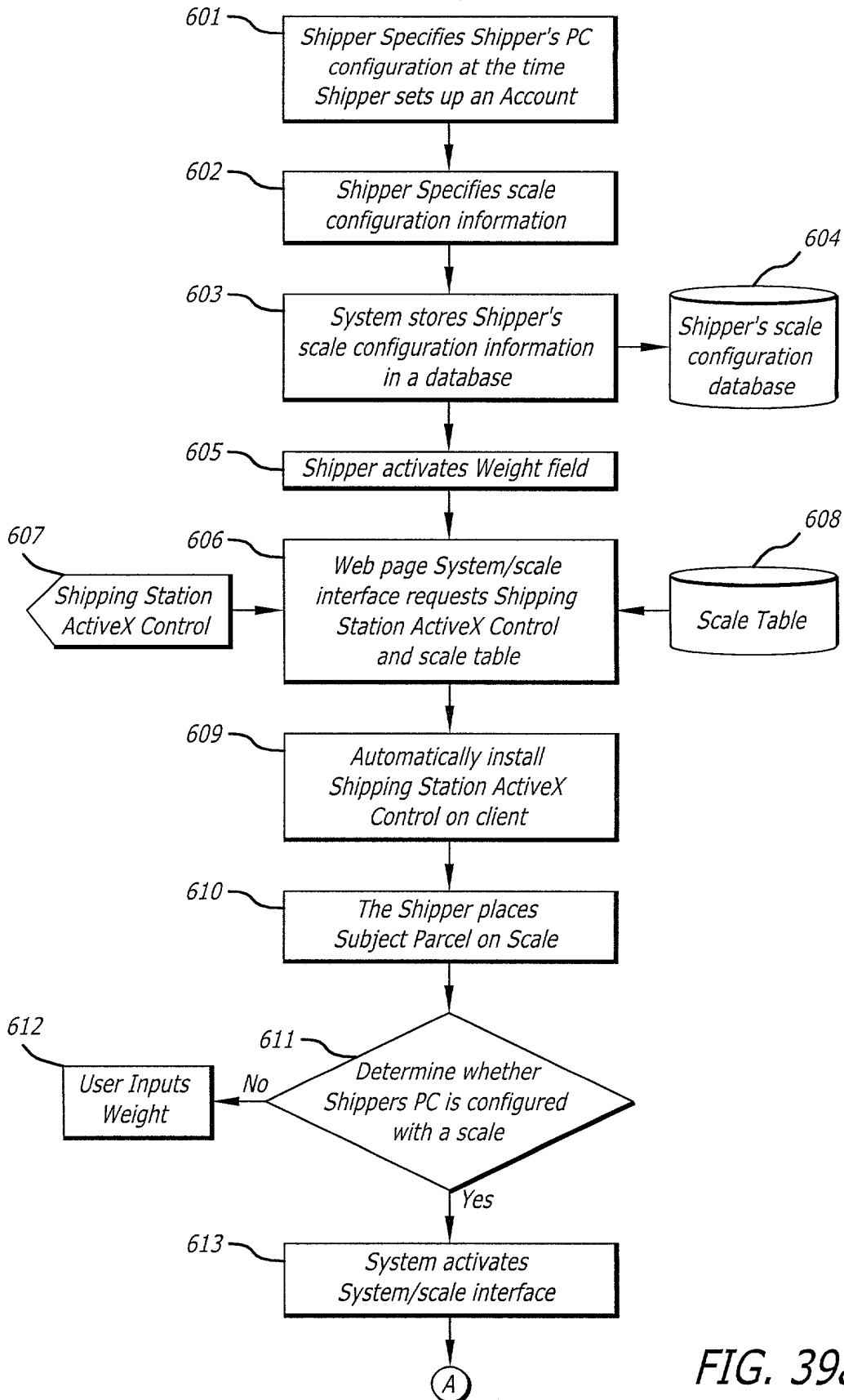


FIG. 39a

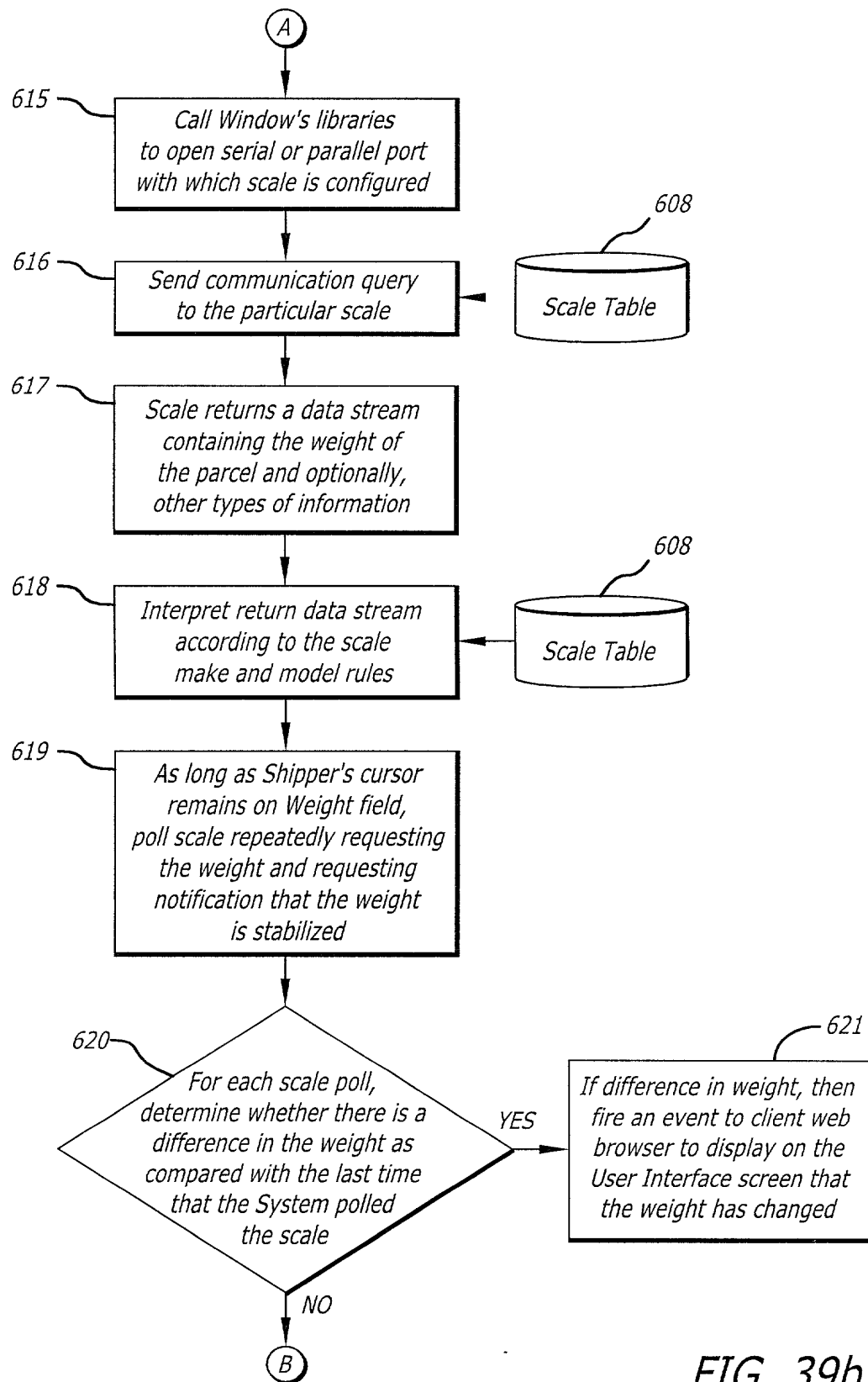


FIG. 39b

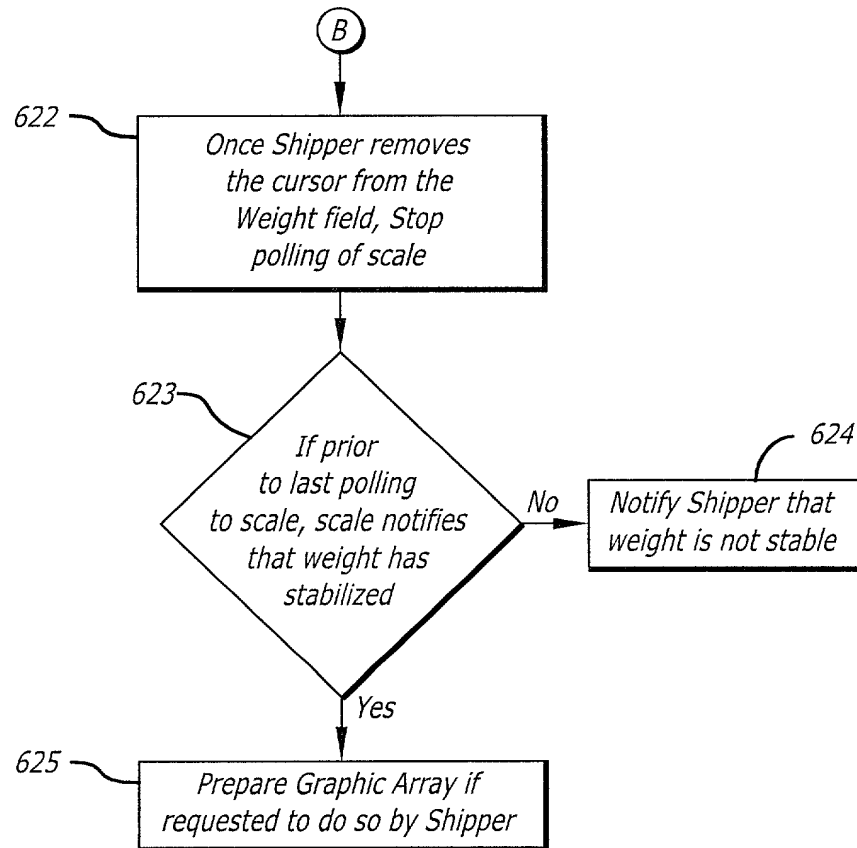


FIG. 39c

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 40

**iShip.com**

3 | Shipping Options

My iShip Price It Ship It Track It Sell It Help

Ship date: 10/29/99 - Friday

Delivery Options:

☒ **Delivery Deadline** [ Help ]  
 If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day  
 11/02/99 - Tuesday

☐ **Guaranteed Delivery** [ Help ]  
 When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.

☐ **Deliver Without Signature** [ Help ]  
 Checking this box authorizes FedEx to deliver your shipment without obtaining a signature.

☐ **Set Earliest Delivery Time** [ Help ]  
 This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee.  
 9:30am

☐ **Documents Only** [ Help ]

☐ **Non-Outtable**

Compare the rates of these carriers:

☒ **Airborne Express** ☒ **FedEx**

☒ **UPS** ☒ **UNITED STATES POSTAL SERVICE**

**NOTE:** Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges will be different from those shown.

My Drop Off/Pickup location is: My location by calling the carrier for pickup Drop Off Locator [ Help ]

If your Drop-Off/Pickup location is different for each carrier, go to [Advanced](#).

Show retail rates: Yes No **313-2**

**313-1** Explanation about Retail Rates and what it means goes here. [ Help ]

Having trouble? Questions or comments.

Show Rates Save Back Next Cancel

FIG. 41

FIG. 42

FIG. 42

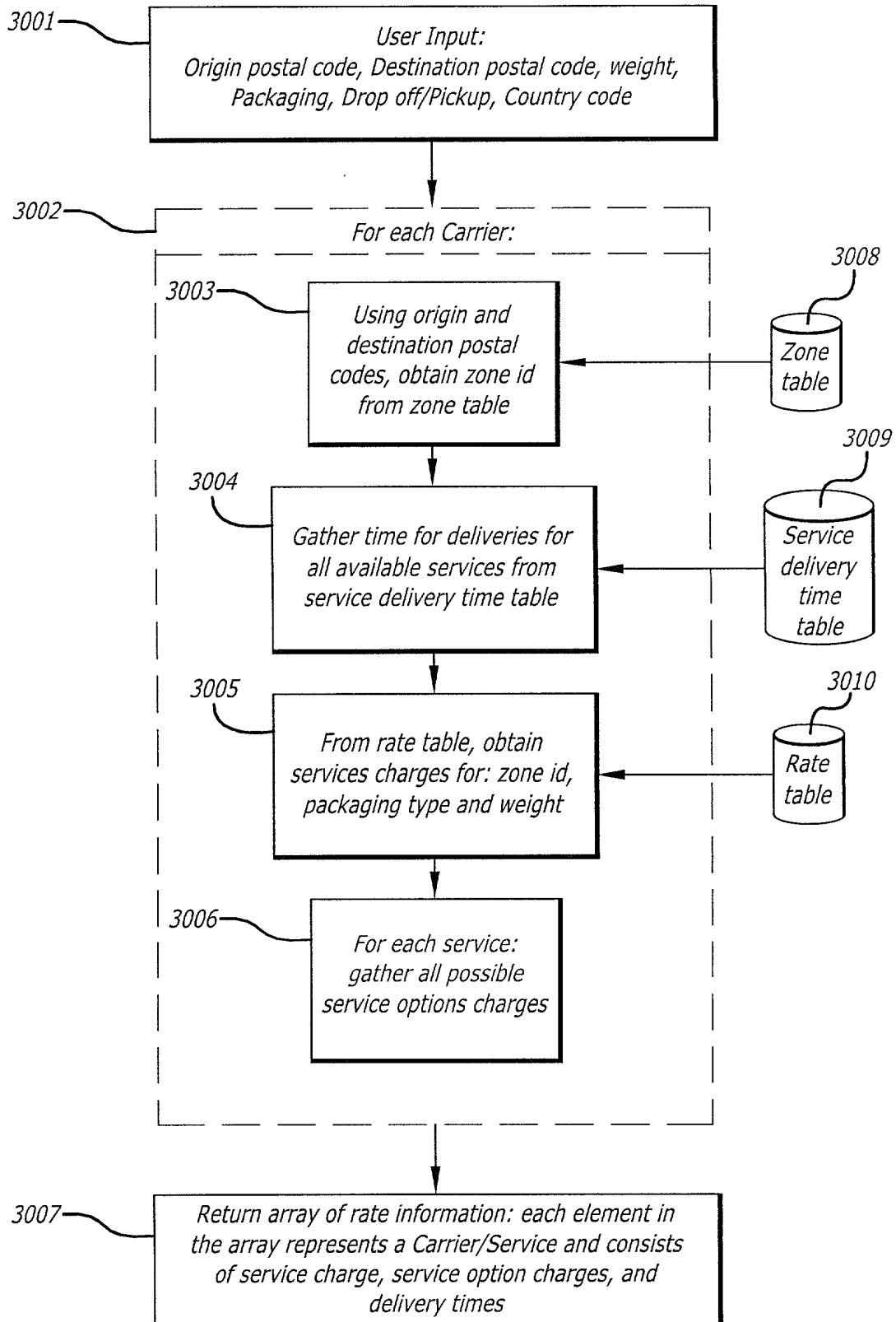


FIG. 43



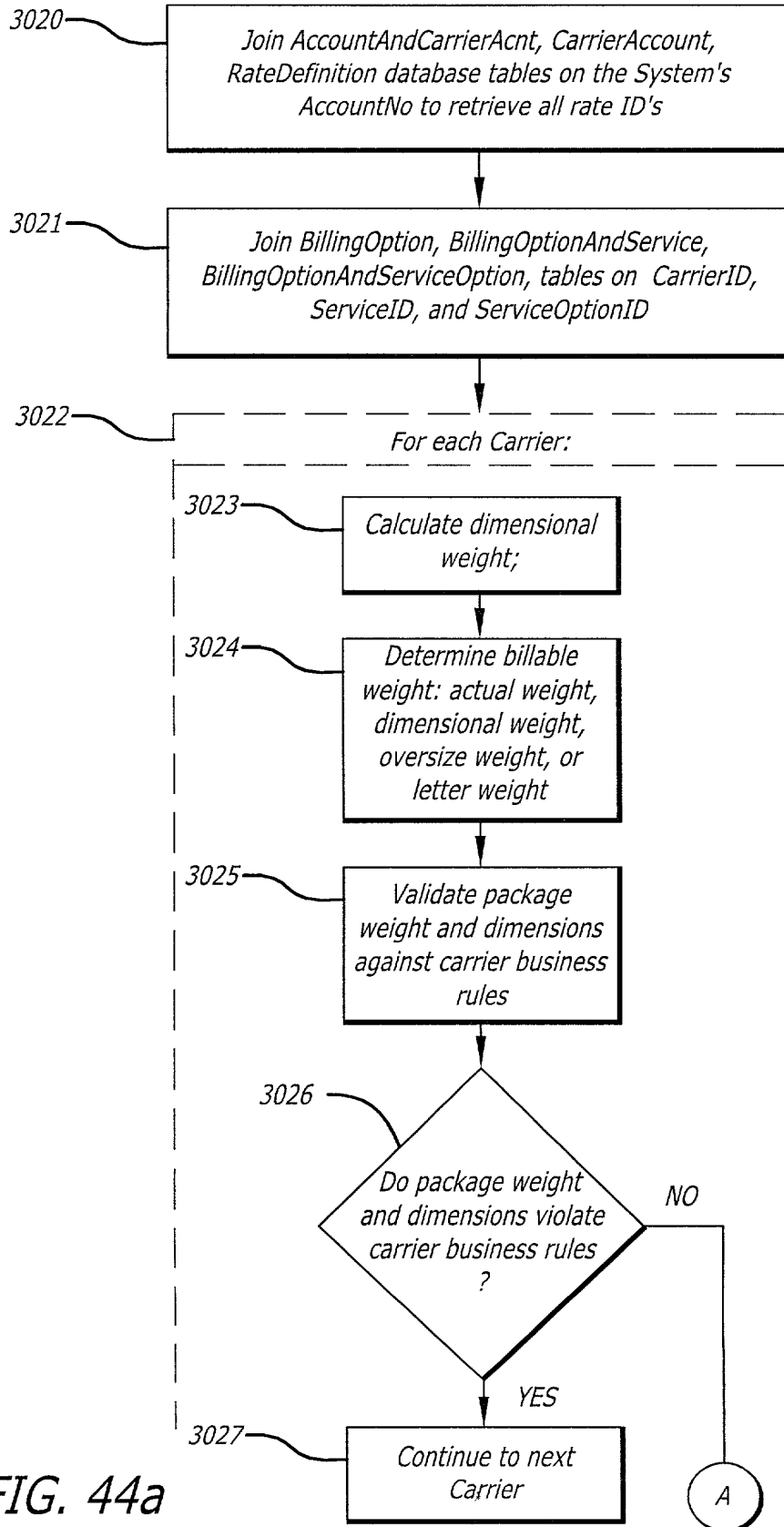


FIG. 44a

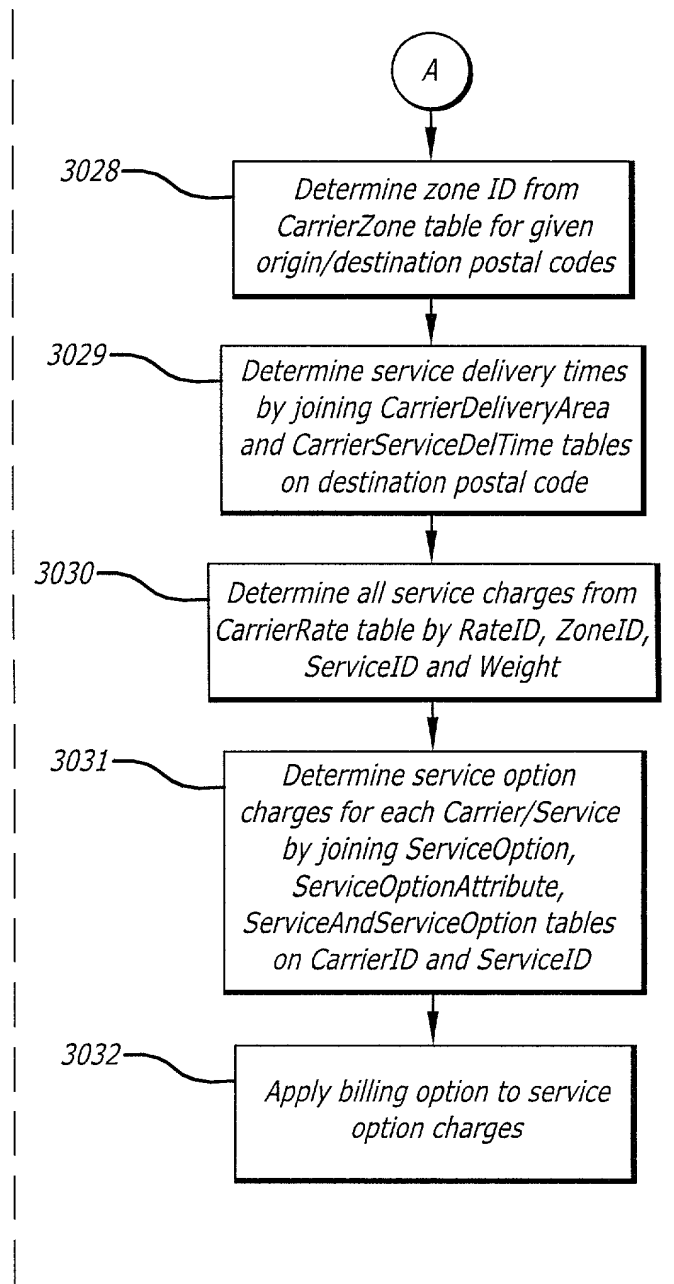


FIG. 44b

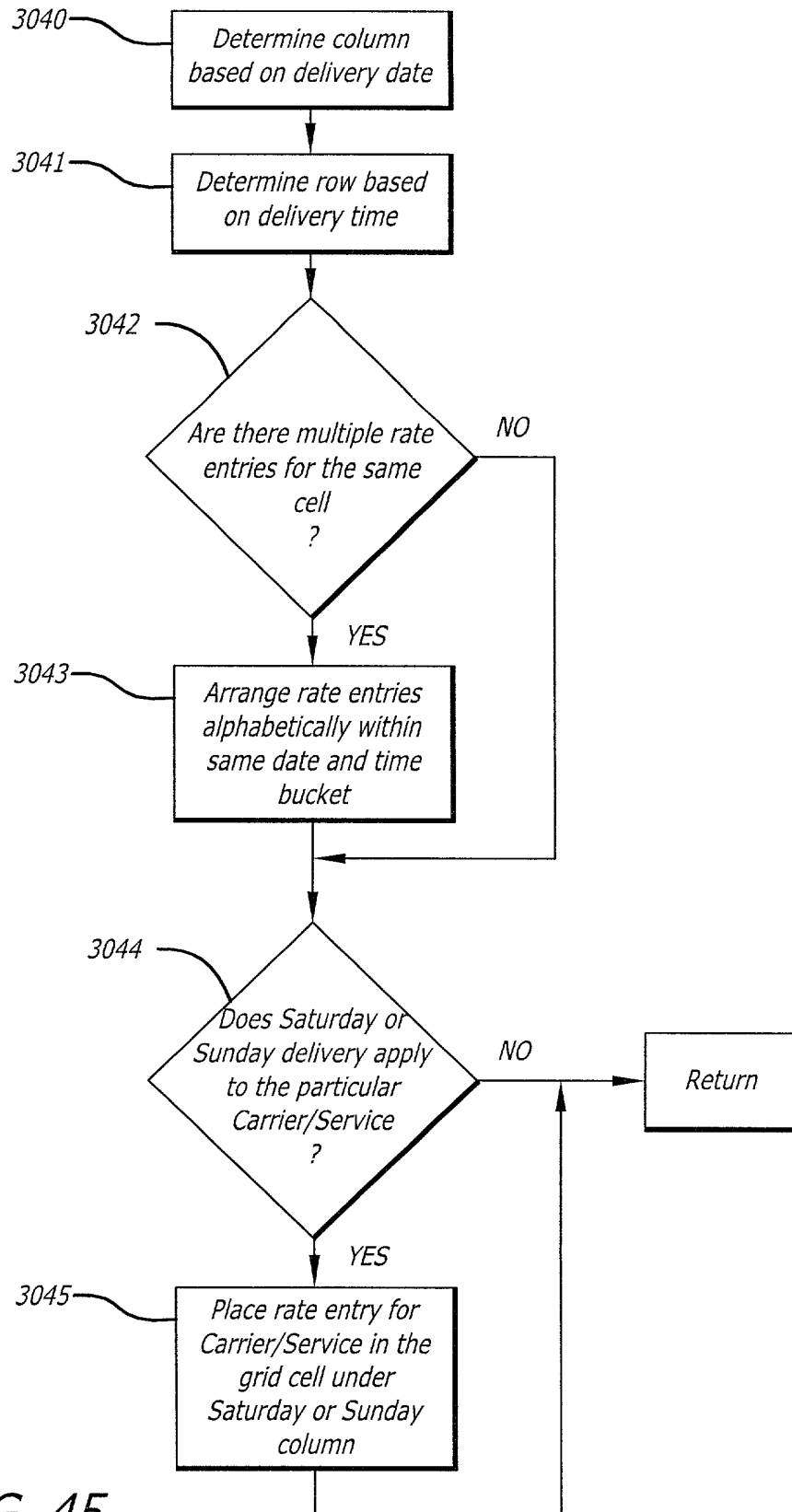


FIG. 45

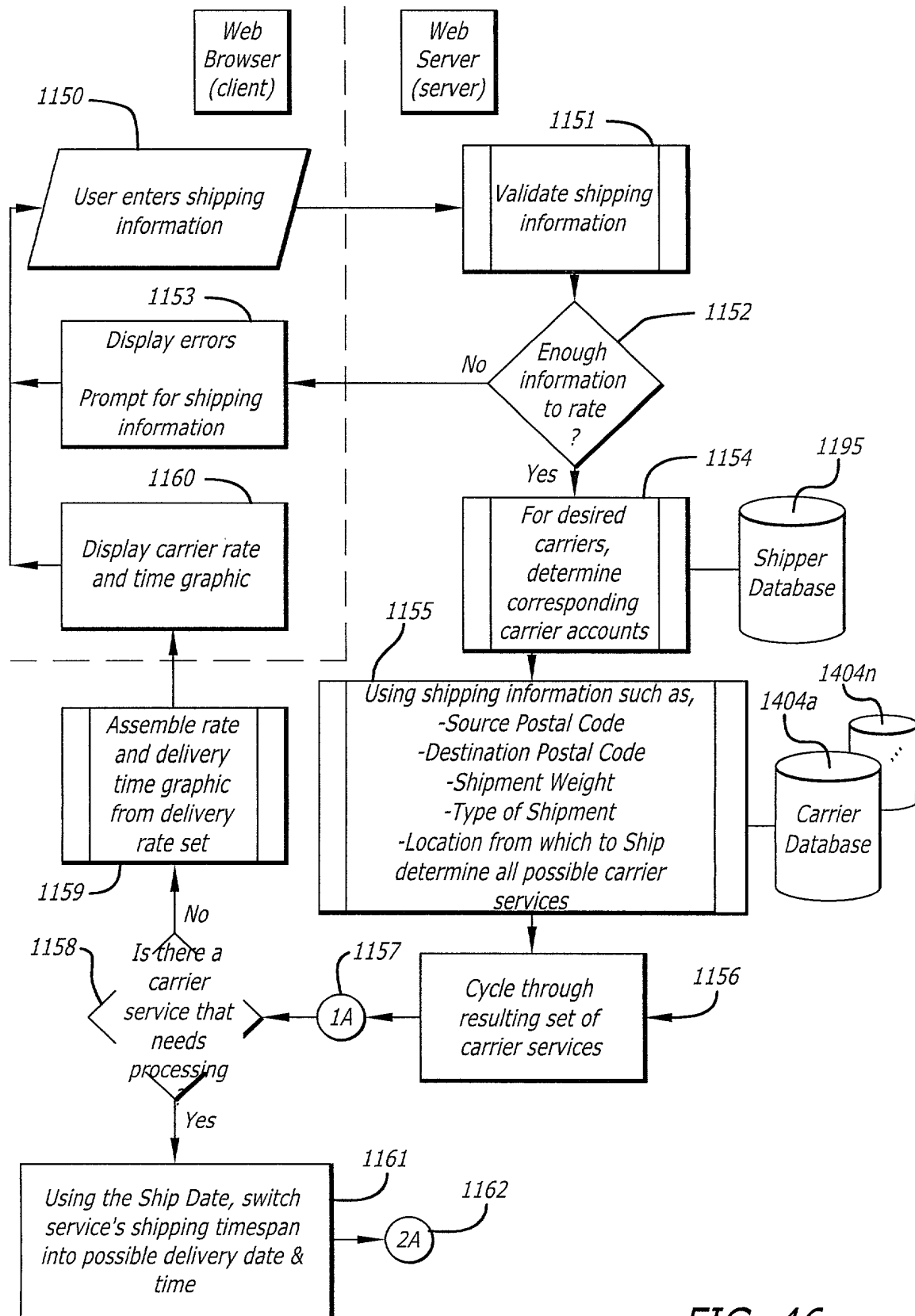


FIG. 46a

FIG. 46b

45/61

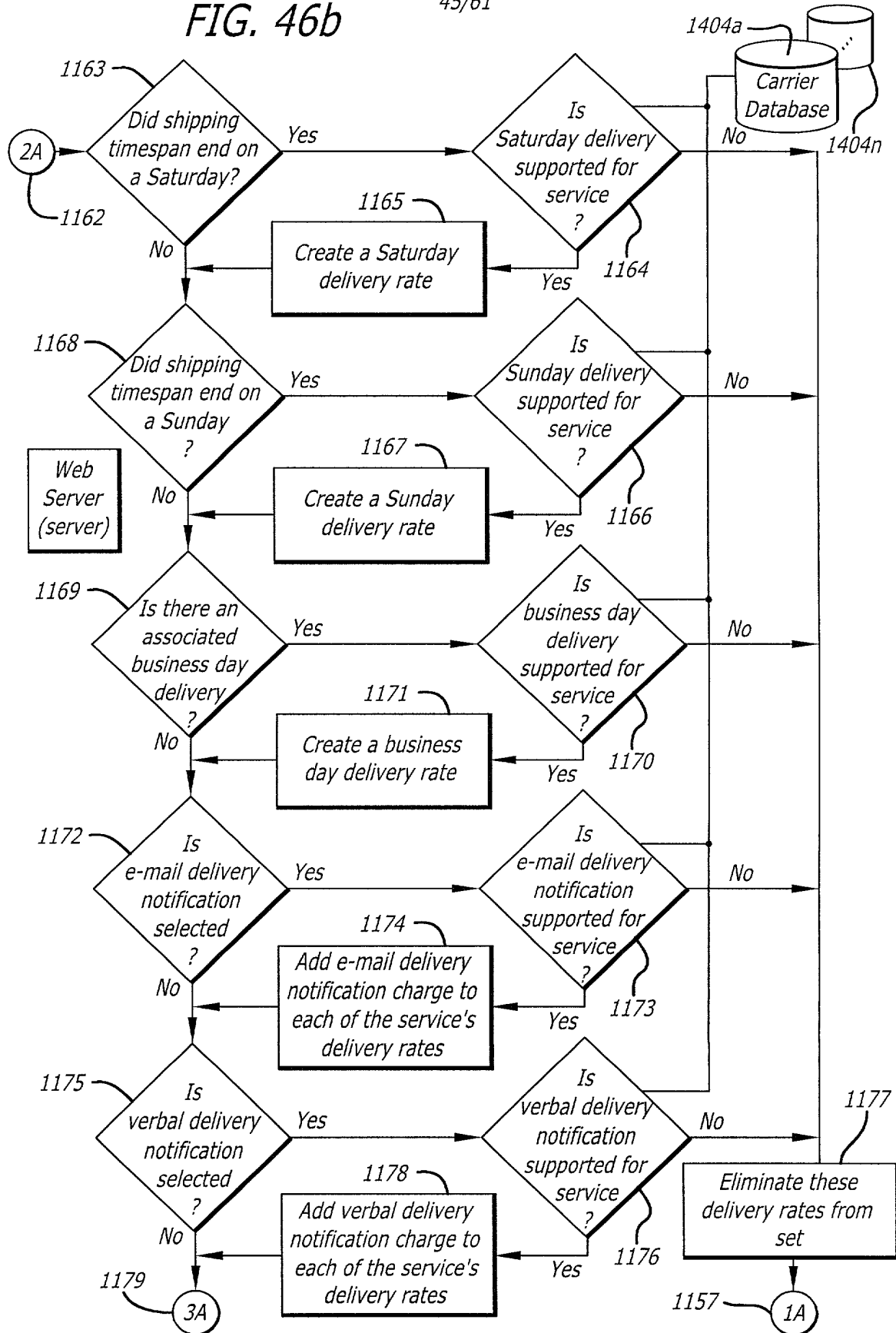
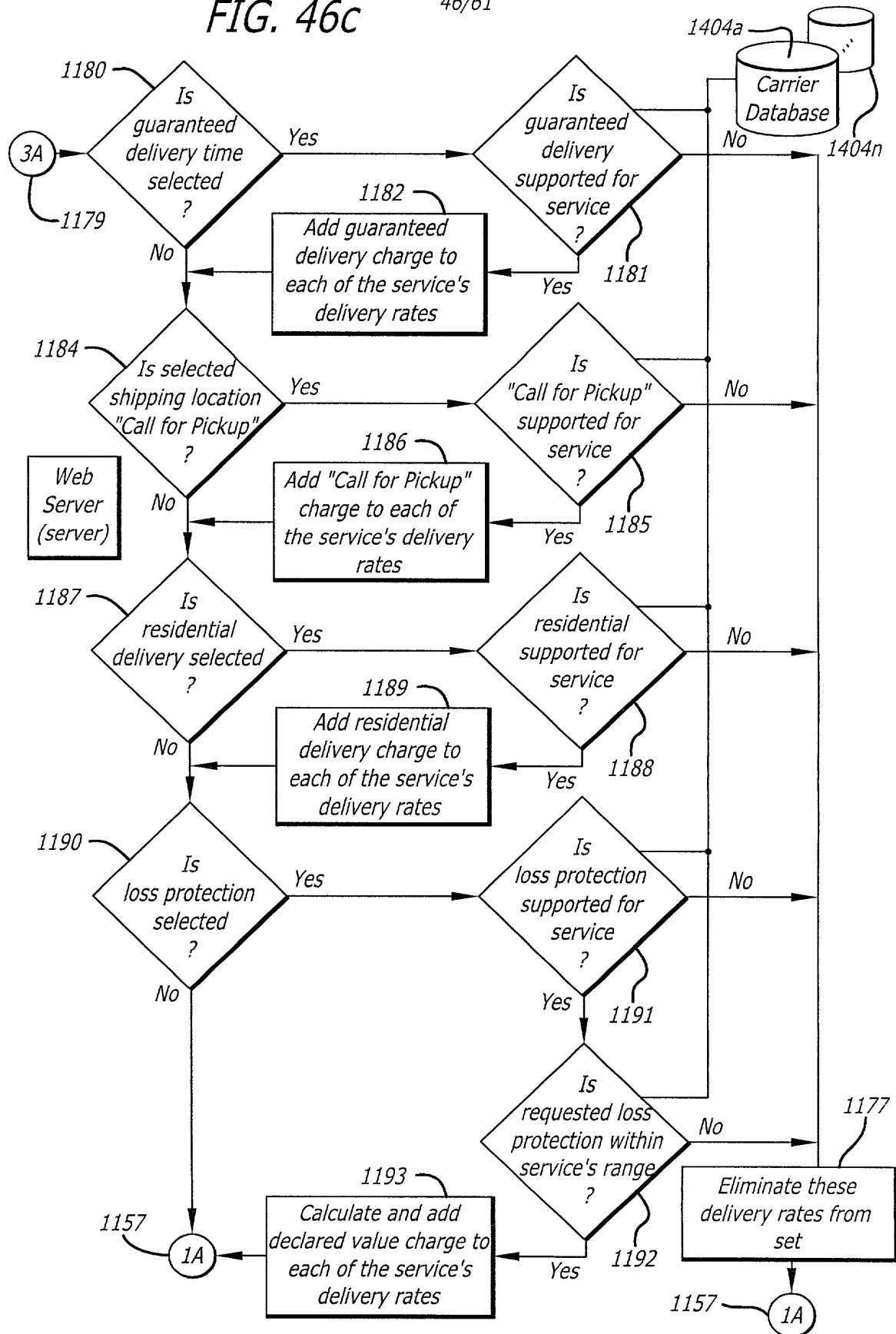


FIG. 46c

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**REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)**

*FIG. 47*

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

*FIG. 48*

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

*FIG. 49*



**REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)**

*FIG. 50*

**REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)**

*FIG. 51*

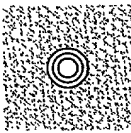


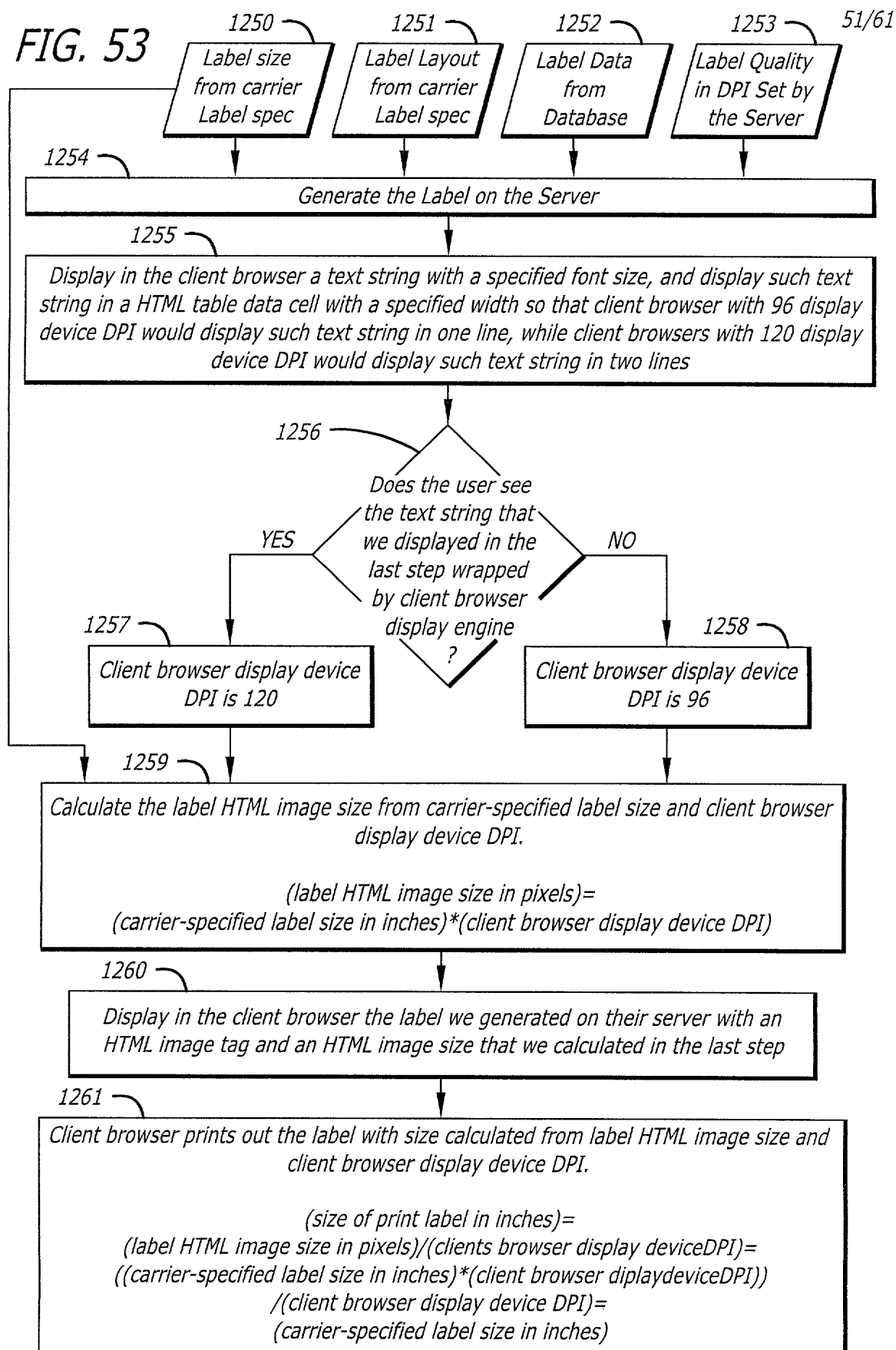
SHANDELL (234) 234-2345 STREET CITY CA 93107		4 LBS 1 OF 1	
SHIP (234) 234-2345 TO: FIRST NAME STREET CITY CA 93107			
		(420) SHIP TO POSTAL CODE  (420) 93107	
UPS NEXT DAY AIR		1	
TRACKING #: 1Z 345 321 03 0002 8462			
		ISH 1 00	

FIG. 52

FIG. 53



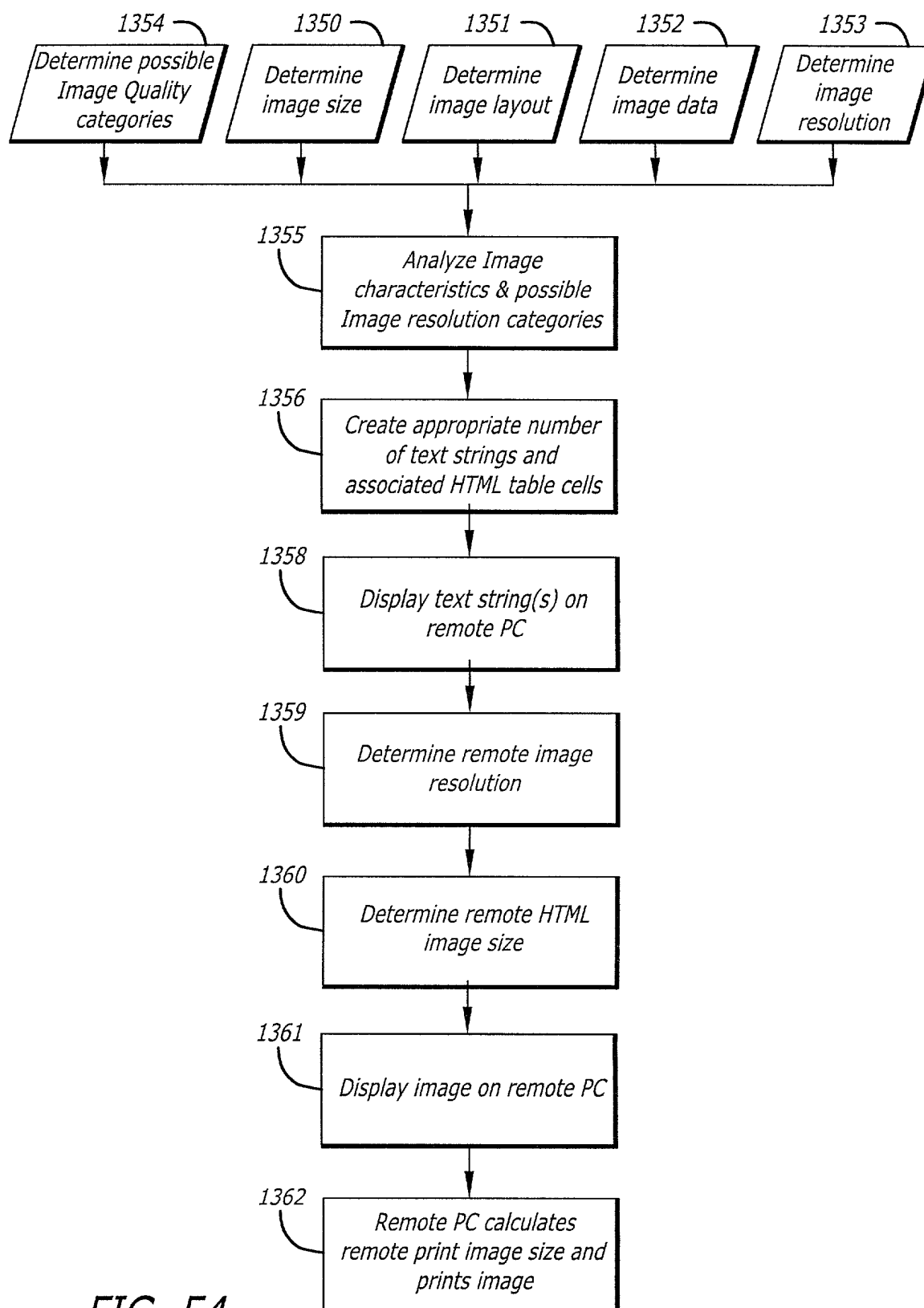


FIG. 54

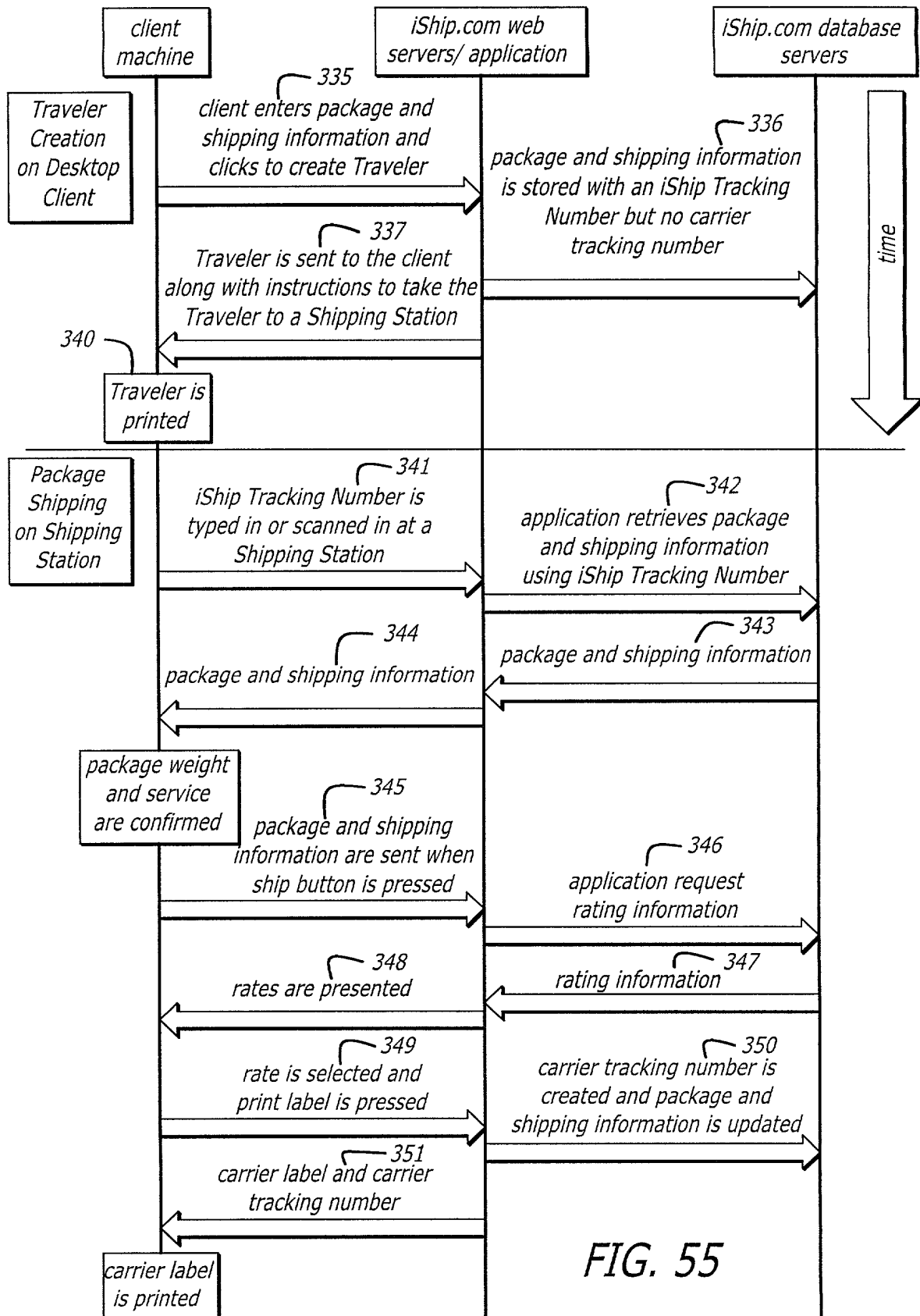


FIG. 55

361

**Your Package Traveler**

This is not a shipping label. Take your package and this Traveler to an iShip.com supported shipping counter.

**Shipping Addresses**

<b>Return:</b> Lory Krett (425) 602-4848 iShip.com 3535 Factoria Blvd. SE Suite 500 Bellevue WA 98006	<b>Destination:</b> Diane Moon (509) 786-5555 Milne Fruit 800 Bennet Ave. Prosser WA 99350-8888
---	--

363

**Package Info**

<b>Details:</b> 1 of 1 4 lbs Carrier Box	<b>Service:</b> UPS Ground <b>EPSO:</b> 12345472 <b>Price:</b> \$6.35
--	---


364

**iShip.com Tracking Number**

362

**MATKP9GUZFXG3**

360



[< Back] [x Cancel]

FIG. 56

**iShip.com**

**Confirmation** (3) (2) (1) My iShip Price it Ship It Track It Sell It Help

370 Your shipping request has been completed!  
Directions about what to do next goes here.

362 Your iShip Package No.: M ANEYZN 89WBTF

371 Your Shipment:

Shipment: Computer, speakers, software, manuals 10" x 8" x 5" 4 lb 2oz	Service: UPS Ground  Options: Loss Protection
Drop Off Location: Jim Ship iShip.com 3635 Factoria Blvd SE Floor 5 Bellevue WA 98005 jms@iship.com (425) 602-4648	Destination: Diane Moon Milne Fruit 12020 101st Ave NE Suite 300 Ellensburg WA 98926 United States (509) 555-9720

372 Your Charges:

Service Charge:	\$ 6.30	UPS Account:	1234 5678 9101 1213
Service options:	\$ .35	iShip.com	
Total Cost:	\$ 6.65		

Ship It  
1 Ship It Addresses  
2 Package Info  
3 Shipping Options  
4 Rates and Times  
5 Payment  
6 Print  
Log Off

Having trouble?  
Questions or comments

(A) Previous Rates Save Back Cancel

FIG. 57

**iShip.com**

380 1 | Track a shipment (3) (2) (1) My iShip Price it Ship It Track It Sell It Help

Track your package in one easy step. Enter the package tracking number in the field below and then click Next. In moments you'll learn where your package is and, if it's been delivered, who signed for it [ Help ]

Tracking Numbers:

#1	381a
#2	381b
#3	381c
#4	381d
#5	381e

Airborne EXPRESS FedEx UPS UNITED STATES POSTAL SERVICE YELLOW

Track It  
1 Tracking Number  
2 Tracking Results  
Shipping History  
Log Off

Having trouble?  
Questions or comments

(A) Reset Submit Done

382

FIG. 58



**2 Your Tracking Information** [My iShip](#) [Price it](#) [Ship it](#) [Track It](#) [Sell it](#) [Help](#)

Tracking results: [Click on the iShip Tracking Number for more information](#) [\[ Help \]](#)  
 Status as of 11/23/99, 11:22:30 AM Pacific Standard Time

Status	iShip.com Tracking No	Destination	Service	Ship Date	Deliv. Date
①	M ANEY2N89WBTF	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
②	M BOEYUN90WBTF	Ellensburg WA	UPS Ground	02/18/00	
③	MCPEYYN91WBTF	Santa Monica CA	UPS Ground	02/18/00	
④	M DQEYYN92WBTF	Portland OR	UPS Ground	02/18/00	
⑤	M EREYXN93WBTF	Spokane WA	UPS Ground	02/18/00	

Status Icons: ① Shipped ② In Transit ③ Delivered ④ Exception ⑤ Unable to track

392-1 392-2 392-3 392-4

[Back](#) [Done](#)

**Track It**  
 1 [Tracking Number](#)  
 2 [Tracking Results](#)  
[Shipping History](#)  
[Log Off](#)

[Having trouble?](#)  
[Questions or comments](#)

FIG. 59



**2 Your Tracking Information** [My iShip](#) [Price it](#) [Ship it](#) [Track It](#) [Sell it](#) [Help](#)

Tracking results: [Click on the iShip Tracking Number for more information.](#) [\[ Help \]](#)  
 Status as of 11/23/99, 11:22:30 AM Pacific Standard Time

Status	iShip.com Tracking No	Destination	Service	Ship Date	Deliv. Date
①	M ANEY2N89WBTF	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
②	M BOEYUN90WBTF	Ellensburg WA	UPS Ground	02/18/00	
③	MCPEYYN91WBTF	Santa Monica CA	UPS Ground	02/18/00	
④	M DQEYYN92WBTF	Portland OR	UPS Ground	02/18/00	
⑤	M EREYXN93WBTF	Unable to track. Click on the tracking number to resubmit.			

Status Icons: ① Shipped ② In Transit ③ Delivered ④ Exception ⑤ Unable to track

391-5a 391-5b 391-5c

[Back](#) [Done](#)

**Track It**  
 1 [Tracking Number](#)  
 2 [Tracking Results](#)  
[Shipping History](#)  
[Log Off](#)

[Having trouble?](#)  
[Questions or comments](#)

FIG. 60



**iShip.com**

My iShip Price it Ship it Track it Sell it Help

**2 Your Tracking Information - Unable to Track**

We were unable to track your package.  
 11W3345001Z234  
 Please make sure the tracking number is correct, select a carrier from the list below, and click on Submit.

Tracking number: 11W3345001Z234  
 Carrier: [Select One]  
 Ship date (+/- 4days): 98006 (mm/dd/yyyy)  
 Airborne EXPRESS FedEx UPS UNITED STATES POSTAL SERVICE YELLOW

Back Submit Reset Done

Track It  
 1 Tracking Number  
 2 Tracking Results  
 Shipping History  
 Log Off

Having trouble?  
 Questions or comments

FIG. 61

**iShip.com**

My iShip Price it Ship it Track it Sell it Help

**2 Your Tracking Information**

Status as of Tuesday, November 23, 1999 11 22 30 AM Pacific Standard Time

Tracking results:

Status:	IN TRANSIT
Carrier:	UPS
Service:	GROUND
iShip Number:	M ANEYZH 89WBTF
Tracking Number:	123374W50100023174
Ship Date:	Monday, November 22, 1999
Destination:	PROSSER, WA US
Expected Delivery Date:	Tuesday, November 23, 1999
Expected Delivery Time:	12:00:00 PM
Last Scan:	11/23/99 10:38:00 AM LOCATION SCAN KENNEWICK, WA US

E-mail Notifications:

Send the URL of this tracking info to e-mail recipients and/or request e-mail notification of delivery. Simply fill out names and corresponding e-mail addresses below, check the appropriate box and then click Submit.

Name:	E-mail address:
#1 John Jadwin	johnj025@this_email.com
#2 Sarah Lewis	sarah01@email.com
#3	

Message:

☒ Send notification when the package has been delivered

☒ Send the URL of this tracking info

Back Submit Track Another Reset Done

Track It  
 1 Tracking Number  
 2 Tracking Results  
 Shipping History  
 Log Off

Having trouble?  
 Questions or comments

FIG. 62

Shipping History				My iShip	Price it	Ship it	Track It	Sell it	Help
PENDING	OUTBOUND	INBOUND							Track It
Status:	<input type="text"/>	Ship To:	<input type="text"/>	Ship Date:	<input type="text"/>				
<input checked="" type="checkbox"/> IN TRANSIT	Diane Moon	MATKP9G GDE73R	UPS Ground	11/22/99	DELV. DATE				
<input type="checkbox"/> IN TRANSIT	Tanya Wagner	MATKP9G MZVTOS	UPS Ground	11/22/99					
<input type="checkbox"/> IN TRANSIT	Adam Krett	MATKP9G UDCQ31C	UPS Ground	11/22/99					
<input checked="" type="checkbox"/> IN TRANSIT	John Smith	MATKP9G 7NV7W9	UPS Ground	11/22/99					
<input checked="" type="checkbox"/> DELIVERED	Jacob Lewis	MATKP9G 7JBZA7	Airborne Second Day	10/19/99					
<input type="checkbox"/> DELIVERED	Carol Doyle	MATKP9G MJBZA5	FedEx 2Day	10/11/99					
<input type="checkbox"/> DELIVERED	Tanya Wagner	MATKP9G UBQC31Z	UPS Next Day Air	10/12/99					
<input type="checkbox"/> DELIVERED	ACME Co.	MATKP9G GEE93Q	Airborne Next Afternoon	10/15/99					
<input checked="" type="checkbox"/> DELIVERED	Diane Moon	MATKP9G 4BP31M	UPS Ground	09/24/99					
<input type="checkbox"/> DELIVERED	Diane Moon	MATKP9G 7MQ3Q8	UPS Ground	09/22/99					
<input type="checkbox"/> DELIVERED	Candace Moon	MATKP9G MRVP1Q	FedEx Standard Overnight	09/20/99					
<input type="checkbox"/> DELIVERED	Jim Ship	MATKP9G UZO319	UPS Ground	09/14/99					
<input type="checkbox"/> DELIVERED	Tanya Wagner	MATKP9G 7BQ31M	UPS Ground	09/12/99					
<input type="checkbox"/> DELIVERED	Adam Krett	MATKP9G MXQT8S	UPS Ground	08/02/99					
<input type="checkbox"/> DELIVERED	Adam Krett	MATKP9G GDV5OR	UPS Ground	07/09/99					

Having trouble? Questions or comments?

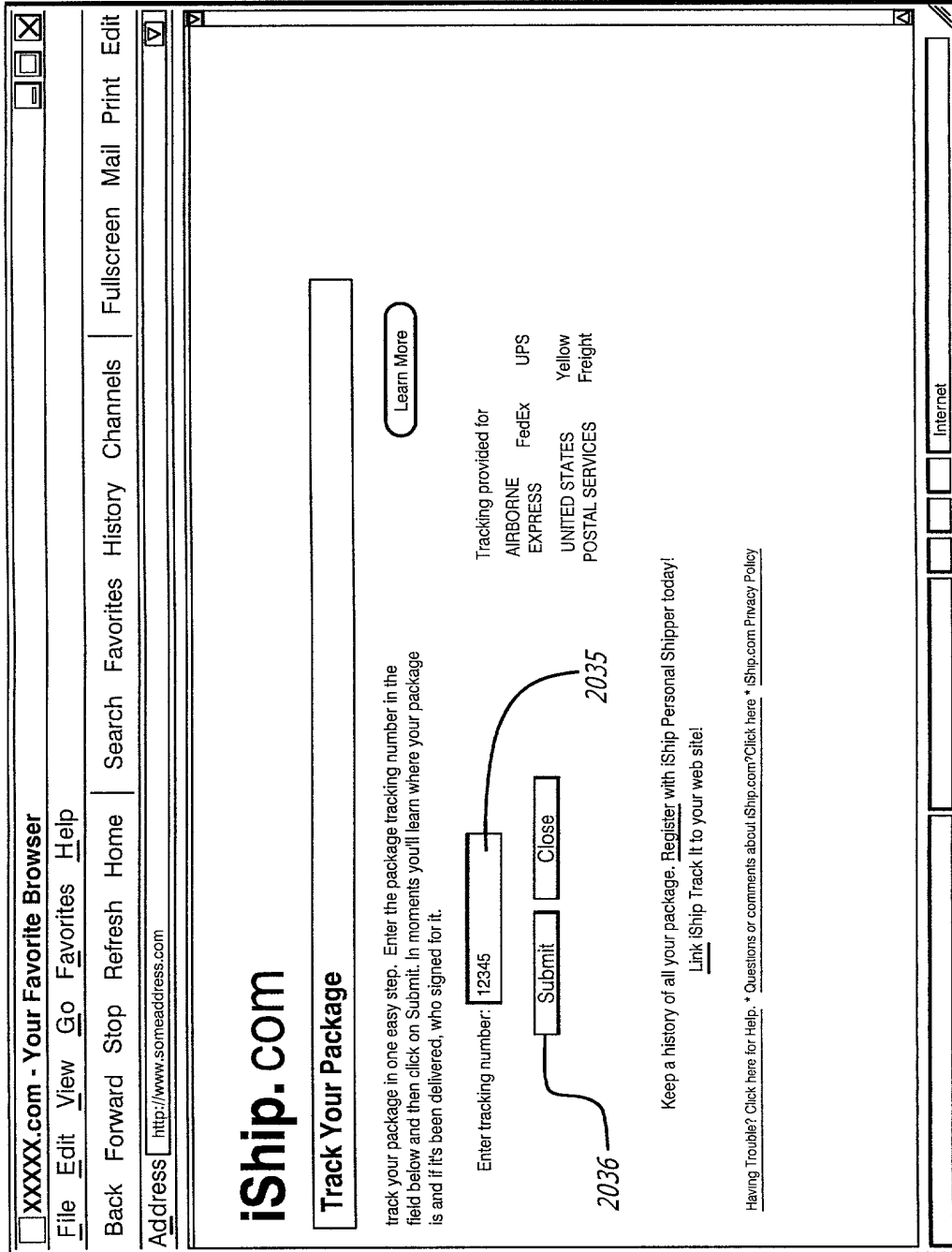
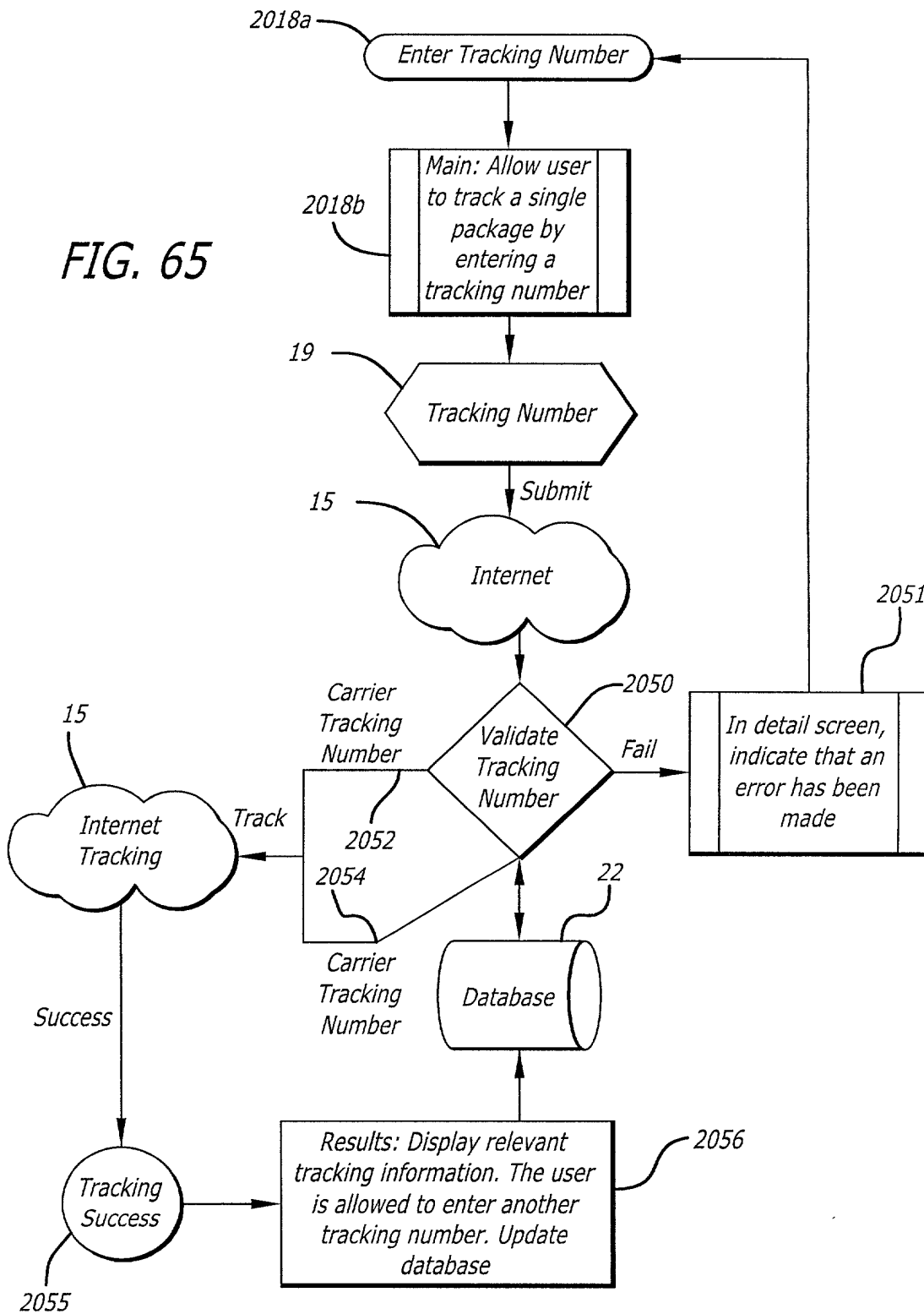


FIG. 64

FIG. 65



```

<iship.com.request xmlns="x-schema:http://iship.com/api/schema/trackrequest.xml"
transactionid="3855BD2185E111d3984400A0C9D6C226">
  <header mode="interactive">
    <version major="0" minor="1"/>
    <batch id="AE5E54F08E2311d3984900A0C9D6C226"
      url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
  </header>
  <signon sessionid="" userid="test" password="7777777"/>
  <trackit>
    <package sequencenumber="1">
      <trackingnumber carrier="ups">
        1Z1812530202075466
      </trackingnumber>
    </package>
  </trackit>
  <logout/>
</iship.com.request>

```

FIG. 66

```

<iship.com.response transactionid="3855BD2185E111d3984400A0C9D6C226">
  <status ishiprcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
  systemrcode="0"/>
  <trackit>
    <package sequencenumber="1" packagercode="0">
      <deliveredto></deliveredto>
      <deliverylocation>LEFT AT 3S</deliverylocation>
      <signedby>HOWARD</signby>
      <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan>
      <status>Delivered</status>
      <deliverytime>9/1/99 1:50:00 PM</deliverytime>
      <carrier>UPS</carrier>
      <service>2ND DAY AIR</service>
      <shipdate>8/28/99 </shipdate>
      <trackingnumber>1Z1812530202075466</trackingnumber>
      <scanlocation>FORT HAMILTON, NY US</scanlocation>
      <weight>400</weight>
    </package>
  </trackit>
</iship.com.response>

```

FIG. 67